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ABSTRACT

This manual was designed to give student employees of the Mitchell Memorial Library at Mississippi State University an understanding of what to expect from faculty and staff, and what is expected of all student employees of the Library. In general, the manual is aimed at helping student employees: develop a philosophy of service and promote a friendly service-oriented attitude; fulfill all designed tasks; become aware of the nature of the library patron's needs; make clear the student employee's limitations in assisting patrons; ensure that library patrons receive adequate assistance; and increase the student employee's own knowledge about the library and the resources available in the support of their own library needs. The manual is divided into 16 sections including: (1) "Dean's Letter of Welcome"; (2) "Vision Statement"; (3) "Mission Statement"; (4) "Philosophy"; (5) "Brief History of the Library"; (6) "General Information"; (7) "Getting the Job...and Keeping It"; (8) "Expectations"; (9) "Conduct"; (10) "Work Etiquette and Protocol"; (11) "Library Procedures"; (12) "Materials' Classification and Shelving Systems"; (13) "How to Locate Materials"; (14) "Electronic Databases"; (15) "Library Organization"; and (16) "Glossary of Common Library Terms and Abbreviations." (Contains an index and selected forms.) (AEF)

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ED 422 972

MSU Libraries

Student Employee

Handbook

Compiled and Written by

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Coordinator of Government Documents
and Microforms
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Mitchell Memorial Library

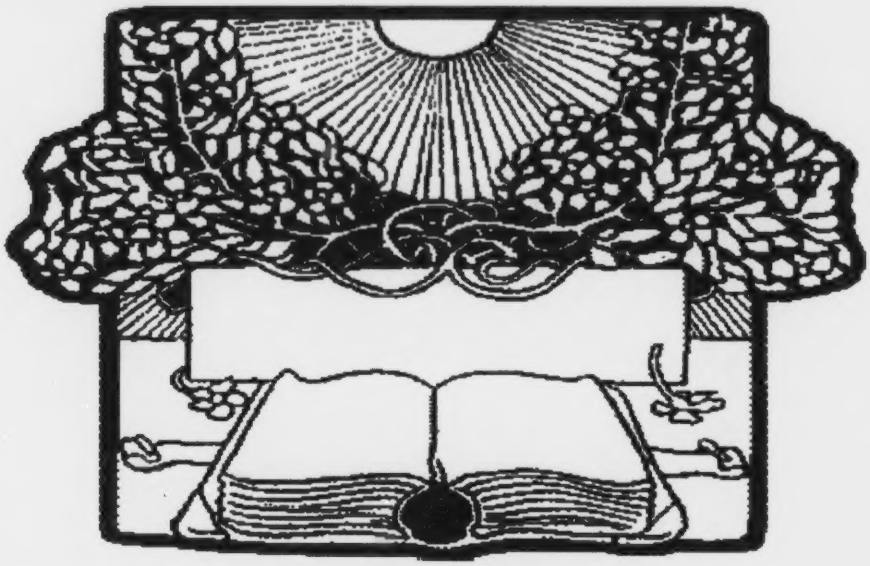
1998
Mississippi State University
Mississippi State MS 39762

IR057174

Why You are Reading This Manual

This manual has been prepared to give you and understanding of what you can expect from us as faculty and staff, and what we, in turn, expect of ALL student employees in the Library. Since this manual cannot cover in detail the specific jobs you may find yourself performing, each area will have additional standards and guidelines to complement what is detailed in this manual. In general this manual should help you to:

1. develop a philosophy of service and promote a friendly service-oriented attitude
2. fulfill all designated tasks
3. become aware of the nature of the library patron's needs
4. make clear the student employee's limitations in assisting patrons
5. ensure that library patrons receive adequate assistance
6. increase the student employee's own knowledge about the library and the resources available in the support of their own library needs.



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Student's Name ______________________ Date ____________

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WELCOME !!

...to the Mississippi State University Libraries. As an academic library, we rely heavily on our Student Assistants to help with many tasks such as processing and shelving books and other materials, and answering directional questions. As a Library Student Assistant, you are an important part of our staff. You can help to make the Library more pleasant and understandable to library patrons if you are well informed on the general background of library work and have a positive customer service attitude.

Library patrons will expect you to be able to help them when they ask for help. Know your limits--ask your supervisor or another librarian for help when you are not sure of the answer. It is better for the patron to wait for the correct answer than to leave the building with the wrong information.

This handbook is designed to give you general and detailed information about the Library as a whole. Use it in conjunction with your own department's orientation and training manual.

We hope that you will enjoy working with us and the other student employees, and that the information you gain from working in the MSU Libraries will serve you well during your years as an MSU student and beyond.

Again, Welcome!

Frances Coleman
Dean of Libraries

It is important that all Library employees be aware of and fully understand the MSU Libraries' vision and mission as it relates to them and the public.

II. Vision Statement

Mississippi State University Libraries will continue to serve as the premier campus information resource by providing its communities of users an ongoing, creative, technologically advanced library program that supports, enhances and inspires education, scholarship and service of the highest caliber.

III. Mission Statement

MSU is a multi-purpose land grant university dedicated to instruction, research and service in a variety of undergraduate and graduate programs. Accordingly, the libraries conceive their mission to be comprised of the following:

Goal 1. Build and maintain physical and virtual collections which will support the instructional, research, cultural, scholarly, and intellectual needs of the University community

Goal 2. Optimize the Library's resource base and ensure expert management of resources and services

Goal 3. Expand and strengthen a highly qualified and diverse faculty and staff committed to excellence in meeting the needs and exceeding the expectations of the University community

Goal 4. Utilize cutting edge information technology to provide optimum access to a broad spectrum of resources for all constituencies both on campus and through distance learning programs

Goal 5. Strengthen information skills and competence of the University community by providing expert assistance and instruction in the retrieval of information and use of library resources

Goal 6. Provide optimum access to information in all formats through bibliographic control and systematic arrangement in accordance with recognized standards

Goal 7. Pursue and apply creative solutions to library theory, practice, automation and technological innovations in order to provide a wide spectrum of information services and resources to library users

Goal 8. Lead in cooperative ventures with libraries, resource centers and other information organizations in offering effective (client-centered) library services

Goal 9. Ensure the availability of materials for future users and uphold the role of the library as a cultural repository

IV. Philosophy

There are two kinds of collegiate experiences that will help prepare you for your career. The first kind takes place in the classroom and through the completion of course work. Learning how to read critically, analyze logically, build arguments, and appreciate knowledge will help you master specific job skills later in life. A second experience important to success is learning how to get along with people, communicate with them on a professional level, and serve their needs effectively. Working in the MSU Libraries provides opportunities to develop these interpersonal skills.

Taking a job in the library requires that you practice good time management and make a commitment to maintain a regular work schedule. While you are a student first, you are also a library employee and need to respect your responsibilities in that capacity. If you are scheduled to work just prior to a test, you will need to figure out when to finish your studies ahead of time. We think you will find that studying and working complement each other and give you a chance to exercise different skills at different times. Also, the more you learn about how a library operates from the inside, the better you will be able to use the library effectively as a student.

V. Brief History of the Library

The library was first established in 1880 in the basement of Old Main dormitory, but moved in 1902 to a section of the apse in the newly constructed Montgomery Hall. In 1922, the library was transferred to the top floor of the Harned Biology Building.

A separate library building was constructed in 1950 and named after Dr. Fred Tom Mitchell, President of MSU from 1945 to 1953. At the time, it was the only air-conditioned building on campus which made it quite popular in summer weather. The new building contained two subject reference rooms: (1)Physical and Biological Sciences and (2)Social Sciences and Humanities. Most books were placed in interior stack tiers closed to patrons. Library staff retrieved these books upon request. By the 1960s, the Library had outgrown the 1950 building.

In January of 1970, an ambitious expansion program was completed, more than doubling the capacity of the Library. The Library's policy was changed from closed stacks to open stacks as is the policy today. The newly expanded Library had three reading rooms: (1)Physical and Biological Sciences, (2)Social Sciences, and (3)Humanities. A separate Special Collections area was established.

By the late 1980s, the Library was in desperate need of additional space. The size of the building was once again doubled, the new addition being opened in 1995. Annexed to the south side of the existing building, this addition created a mall-style atrium allowing exhibition space for student projects, library displays and even receptions. In addition to the Mitchell Memorial Library, there are two branch libraries - the Architecture Library and the College of Veterinary Medicine Library.

The Libraries contain a collection of over 1,279,634 volumes and 6,993 journal titles, as well as government documents, University archives, manuscripts, rare books, Congressional Collections, Mississippiana, and other materials that have been collected and are available for use. The Libraries' Online Automation System is accessible through the University's local area network, thus providing remote access campus wide, statewide and nationally.

VI. General Information

A. How You Benefit from Working in the Library

(1) flexible hours to fit your class and study schedule
(2) experience in dealing with people
(3) opportunity to learn library research skills
(4) experience in being a part of an organization
(5) future job recommendations

B. Student Employee - Positive Characteristics

(1) is responsible
(2) follows through on assignments
(3) doesn't skip problems
(4) asks questions
(5) takes assigned tasks seriously
(6) friendly but not talkative
(7) enjoys being busy and productive
(8) offers assistance instead of criticism to patrons and co-workers
(9) pursues their work in spite of constant interruptions

C. Fringe Benefits

Several rights and privileges come to students who work in the library. Always ask your supervisor before assuming a perk exists.

(1) Flexible Work Hours (in some areas)

Some areas allow flexibility in scheduling work hours. This could be in the form of working alternate weekends, swapping nights, or occasionally working afternoon hours instead of morning hours to accommodate scheduling problems.

(2) Improved Personal Research Skills

On-the-job training will improve your ability to do library research for your classes. The MSU Libraries are committed to conducting the most intense training regimen possible which should build your research skills to a level superior to the average student.

(3) Improved Interpersonal Skills

Working in the Library, especially at one of the public service desks, will enable you to sharpen interpersonal skills through contact with library patrons. There are several sections in this handbook alone that will guide you in the accepted behavior for communicating to others via one-on-one consultation, telephone conversation or written correspondence.

(4) Possible First-Time Job Opportunity

University graduates without some work experience find themselves at a significant disadvantage when they enter the job market. Working in the MSU Libraries presents a terrific opportunity to gain experience in a job that carries worthwhile responsibilities and may eventually serve as an impressive **reference** toward future permanent employment.

(5) Photocopying Privilege

Library student workers are allowed to make personal copies for five-cents by using the machine in the Circulation Area. Tell the staff on duty who you are, what department you work in and that you would like to make personal copies. Personal copying should not interrupt official Library copying and the Circulation staff may ask you to return at a more convenient time. Pay staff for entire amount after making copies.

(6) Microcopying Privilege

Making personal copies using the Microforms Reader/ Printers will also be discounted to you. Tell the staff at the Government Documents/Microforms Reference Desk that you are an employee of the Library and would like to make some copies. He/she will issue you a key to the Reader/Printer allowing you to make your copies. When you have finished making your copies, the staff on duty will count and keep your copies and complete a **Cash Charge Form** charging you one-half the total copying cost. Take the form to the Circulation Desk, pay the pre-determined amount and return with a receipt to claim your copies.

(7) Overdue Materials - Fine Waiver

Student employees have the same check-out period as other MSU students, but the overdue fees will be waived for your late materials. This privilege will be revoked if abused.

(8) Library Student Break Room Use When Off Duty

If you come to the Library to study or do research, you may use the Library Student Break Room. This will allow you the privilege of eating, drinking or listening to music through earphones while conducting your studies. *Please note* that this privilege is *not* extended to your friends. Please check with your supervisor about obtaining a key to the Room.

(9) Personal Use of Office Equipment When Off Duty and with Permission of Supervisor

There are 80 computers in the Computer Commons Area and two typewriters in the Instructional Materials Center for patrons to use. However if an occasion arises when the personal use of office equipment would be helpful to you, ask your supervisor for permission and make arrangements for a time of use that will not interfere with business.

(10) First Chance to Check Out New Materials

Many student employees will be working in positions that handle new materials **before** they make their way to the shelves for patrons. Since you are in the building on a regular basis, you will be among the first to examine and check out books from the *New Book Shelves* located just outside the Reference Department.

(11) Mail Personal Letters With Proper Postage Affixed

The Mitchell Memorial Library is not in the postal business but does maintain a mail drop site which is mainly used for business materials. If you have a personal letter **that already has the proper postage affixed to it**, you may drop it off for transport to the MSU Post Office. Ask your supervisor for the proper drop off location. The Library is not responsible for mail lost in transit. *Do not* have personal mail addressed to you delivered to the Library.

VII. "Getting the Job...And Keeping It"

A. Positions Available

Students may complete Library Applications for Employment in the Library's Dean's Office anytime during the year. Completed applications are kept in a file which Library Area Supervisors review and then scheduled interviews as they have vacant positions.

> **NOTE:** Nepotism laws prevent employment in a position supervised by a member of your immediate family.

Student employees are classified into three types:

(1) College Work Study Students

Students must apply for College Work Study (CWS) through the Student Financial Aid Office. Prior to the semester's beginning, the Library will send the Financial Aid Office a list of CWS positions available. Students eligible for CWS and interested in one or more of the Library positions available, can come to the Library and complete a Library Application for Employment.

(2) Regular Payroll Students

Students not eligible for College Work Study can submit Library Applications for Employment in the Library's Dean's Office. Limited funds are available for hiring regular-pay undergraduate and graduate student employees.

(3) College Work Study Graduate Research Assistants
College Work Study Graduate and Service Assistants

Graduate students must apply for assistantships at the Graduate School and for College Work Study at the Student Financial Aid Office. The Graduate School will send eligible students to the Library Dean's Office to complete a Library Application for Employment and be interviewed for vacant positions.

B. Student Job Description

In the *Forms and Samples* section immediately following this chapter, there are two job descriptions -- one for Technical Services and one for Public Services. These are the two largest areas which employ student workers within the Library. A student considering applying for employment in the MSU Libraries should become familiar with the responsibilities and requirements of these positions.

C. Employment Paperwork

All students hired by the MSU Libraries must complete appropriate personnel paperwork. Your Library Application for Employment Form will be photocopied and kept on file in the Dean's Office and by your supervisor. Copies of College Work Study "Green Sheets" completed by the hiring supervisor are also kept on file. Students may also be asked to complete a Departmental Student Profile Sheet and/or Emergency Contact Form to be kept on file.

(1) I-Nine Form: Employment Eligibility Verification Form

As required by law, every new employee must complete the *Employment Eligibility Verification Form* to show proof they may legally work in the United States. Two or more official forms of identification will be required.

(2) Tax Forms

(a) Form W-4: Employee's Withholding Allowance Certificate

This federal form is completed so MSU can withhold the correct Federal income tax from your pay. Because your tax situation may change, you may want to refigure your withholding each year.

(b) Form 62-420: State of Mississippi's Employee's Withholding Exemption Certificate

This is the state form similar to the W-4 allowing MSU to withhold the correct state income tax from your pay. If your tax situation changes, you may want to refigure your state withholding each year.

(3) MSU Employment Action Form

Completion is required by all new employees of this internal employment form used to double-check employment status.

(4) Graduate Assistantship Letter

If a graduate student meets the qualifications as explained in VI.A.(3) and is successfully interviewed with a Library Department, an award letter must be prepared by the Library Dean's Office and signed by all parties. All necessary paperwork must be completed by the Dean's Office and sent to the Graduate School for approval. A sample copy of the award letter is at the end of this chapter.

(5) Emergency Contact Form

The Library requests information pertaining to "next of kin" or the person(s) you want contacted in case of an emergency. This is confidential information to be kept on file by your supervisor and the Dean's Office.

You may choose to include information regarding chronic medical conditions, allergies or names of medical contacts. A sample of this form appears at the end of this chapter.

(6) Student Profile Sheet

Even though some of the information on this sheet duplicates the information on the Library's Application for Employment form, most Library departments/areas will have their own Student Profile Sheet which all students employed in their area will be required to complete. This form will be kept on file by the hiring supervisor and updated periodically. This information serves as a valuable refresher to supervisors when giving references for future employment elsewhere by the student. A sample of this form appears at the end of this chapter.

(7) Student Employment Contract

A student employed by the MSU Libraries must sign a Student Employment Contract which sets forth conditions for continued employment. Should the student employee break this contract at any time during the specified period, disciplinary action may be taken by the supervisor as detailed in section F. of this chapter.

(8) Student Class and Work Schedule

Scheduling multiple students to cover all hours of operation and minimize doubling and tripling up on the schedule is a major task. Having accurate, up-to-date copies of all student workers' class schedules and second job's work schedules helps the supervisor take the best advantage of students' work possibilities.

All students employed in the MSU Libraries are required to complete this form and report any changes to their schedule as soon as possible. A copy of this form appears at the end of this chapter.

(9) Time Sheets

When preparing a new time sheet, be sure to fill out all sections requested. At the top of the time sheet, record the time period from Sunday to Saturday as is shown on the two-week slots available. Be sure to mark whether you are on Regular Wages or Work Study Wages. If you are on the Graduate Assistanceship Program, write "Grad. Asst." on top of sheet in red.

Complete the next section by legibly recording your name, social security number and the number of hours permitted to work per week. Fill in the date for each day of this two-week time period by listing the month and day as "9-12" for September 12th.

When filling out the "From-To" section, be sure to list **exact** times worked such as "9:05 - 10:55" or "6:10 - 9:25." If a student works during two different times on the same day, then be sure to record both "From-To" times in the same block and place the total of the two in the "Total" column.

Record the total hours worked per week at the bottom of each weekly column and then record the payroll total in the blank labeled "Total Hours." Calculation of actual wages will be completed by the supervisor when she checks and signs off on the biweekly payroll.

Time sheets should be completed on a **daily basis !**

PLEASE NOTE** -- students must sign their time sheets! If a time sheet is not signed by the time the supervisor turns them in, the **student does not get paid !!!

(10) Pay Periods

Student assistants are paid every two weeks on the Friday following the week that their time sheets were submitted. Payment is based on actual hours worked.

(11) Name Tags

All Library employees (faculty, staff and students) are to wear name tags while on duty. This helps Library patrons identify those trained to help answer their questions. Your department will supply you with the name tag for which you are responsible. You must wear it during the hours you are on duty.

(12) Schedule Change Slips

In all departments and areas in the Library, it is imperative that student employees work the hours they are scheduled. If you work in Public Services and need to miss work, it is **your responsibility** to find a replacement. This usually means swapping work times with another student employee in *your* department.

Fill out the proper portions of the Schedule Change Slip and post it in the designated place as instructed by your supervisor. Your supervisor must approve the swapping of hours once a co-worker has agreed.

Be a good team member. Don't ask to swap unless it is really necessary and be willing to exchange hours with others should they need your help.

(13) Departmental Transfers

Until you have completely learned your job, your supervisor will be investing many valuable hours teaching you new skills. However, it is not until after that period that the Library begins to reap the benefits of the training. To minimize the amount of time invested, it is in the Library's best interests to try to retain student employees in the same department from year to year.

However, if you are interested in broadening your knowledge and library skills or if changes in your life situation make meeting your current job schedule impossible, investigate with your supervisor other possibilities within your department. If no other possibilities are available, ask your supervisor about transferring to another library department. She will make the decision in consultation with the supervisor in the desired department as to whether the transfer could take place.

(14) Deviations from Normal Work Schedules

(a) Exam Week

> ***NOTE:*** *You will be expected to work during exam week. Student employees do not take the week off.*

Because final exams for classes are not scheduled during the classes' normal meeting times, work schedules will be adjusted or changed to accommodate both exams and work for student employees. The Library may also lengthen hours of operation creating additional work slots to be filled. Some areas will create completely new work schedules for the week of exams while other areas will only adjust the few hours of conflict. Be sure to consult with your supervisor well in advance to properly modify your work schedule.

(b) Holidays

If the Library is scheduled to be open during an official holiday, then **you must work your regularly scheduled hours** or find a substitute.

(c) Intersession

Intersession is the time period (usually one or two weeks) between semesters. Usually there are no classes being held. College Work Study does not pay wages during Intersession so all students who work will be paid from regular wages. Students who want to work should let their supervisors know. Actual work assignments will be based on funds available and tasks which need to be accomplished.

(d) Summer

Students Workers who choose not to work at the Library during the summer are not guaranteed a position upon their return in the fall. However preference is given to experienced Student Workers who performed well in the past. Student employees who were enrolled Spring Semester and plan to take classes in the Fall are not required to take classes in the summer to be eligible for summer employment. This includes both regular wages and College Work Study.

D. Mandatory Library Orientation Session

At least once a year (usually at the beginning of the Fall Semester), all new Library student employees are required to attend a Library-wide orientation introducing them to the Dean of Libraries and to all Library Coordinators and Area Supervisors. The program varies from year to year but always strives to teach students concepts which help them become better employees.

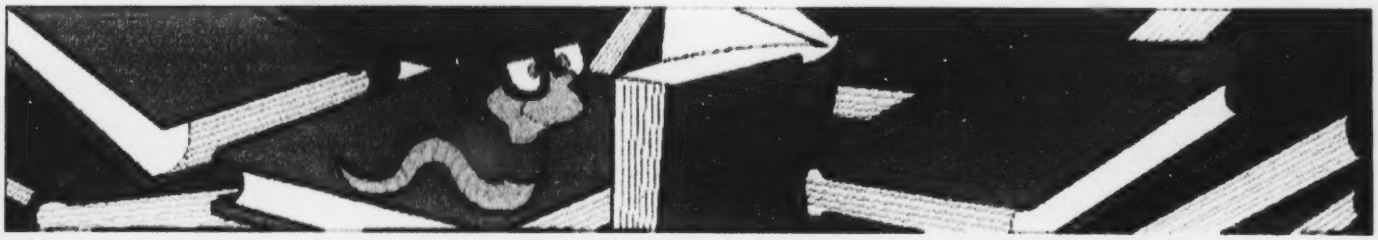
E. Evaluations

Student employees are encouraged to display high quality and quantity of work and demonstrate the proper attitude toward their job and their co-workers. Mid-term and Annual evaluations are conducted and signed by the student and supervisor. When a student permanently leaves their job, the supervisor completes a Terminal Evaluation Form which is kept on file in the Dean's Office.

The appraisal process gives you and your supervisor the opportunity to discuss your strengths and weaknesses. Together you can plan methods that will help you improve your overall job effectiveness to benefit both the library and your future career. These evaluations are very important because they carry great weight when a future employer calls for references. Samples of these evaluation forms follow this chapter.

F. Grounds for Dismissal

The Library has the discretion to utilize differing forms of discipline to correct employees' performance problems or unacceptable behavior. The Library may terminate employment at any time.



Forms and Samples

for this chapter

MSU Libraries
Student Job Description

Position Title: TECHNICAL SERVICES STUDENT ASSISTANTS

Position Summary:

Student Assistants working in any of the Technical Services Areas could be required to perform one or more of the following tasks: assist with ordering, receiving, and copy cataloging of materials, updating data in computer databases, barcoding, linking, discarding books, filing, binding library materials, and physical processing of books. Each Technical Services Department has a specified staff person to whom student employees will report.

Nature and Scope:

An integral part of the MSU Libraries, Technical Services' highest priority is to support the curriculum and enhance teaching, research and service by providing superior yet inexpensive and rapid access to materials for library patrons. Technical Services is comprised of Monographic Acquisitions, Serials, Cataloging and Binding. Located on the first floor of the Mitchell Memorial Library, the Technical Services Area orders, receives, catalogs, and processes materials for the Libraries' collections. Technical Services is also involved in the continuous building and maintenance of the online public access catalog. Student assistants should be willing to provide reference/referral services when requested.

Responsibilities:

Accountable to their specific supervisor for carrying out the policies and procedures laid down in their general orientation and the MSU Libraries Student Employee Handbook and for the following tasks as assigned:

I. Assists with ordering materials.
    A. Searches OCLC and LCMARC in the DRA System for pre-order records.
    B. Processes and files order cards in the order file.
    C. Produces address labels.
    D. Inputs and updates data on the computerized acquisition system.

II. Assists with receiving materials.
    A. Sorts and distributes the mail.
    B. Compares the shipment with the invoice and checks each book's physical condition.

  - C. Retrieves the order cards and organizes the library materials for payment of invoices.
  - D. Processes gift materials by compiling gift lists and searching holdings in online catalog.

III. Assists with the receipt and maintenance of the journal and serials collections.
  - A. Sorts incoming mail.
  - B. Searches the online catalog for appropriate serial records.
  - C. Checks in journals, serials and newspapers as instructed.
  - D. Processes materials and delivers them to Current Journals, Reference, or Stack Maintenance as appropriate.
  - E. Searches claims, processes serials withdrawals and assists with other projects as assigned.

IV. Assists with cataloging materials.
  - A. Searches on OCLC and LCMARC in the DRA System for cataloging records.
  - B. Edits cataloging records as instructed.
  - C. Processes the books which includes stamping with MSU's name, barcoding, linking, security stripping, pasting in gift labels (if appropriate), and delivering to the proper location.

V. Assists with maintaining the book collections and the online catalog.
  - A. Makes necessary corrections to online catalog records according to given directions.
  - B. Retrieves the books for discarding.
  - C. Prepares books for the commercial bindery, binds pamphlets, reinforces paperbacks, and performs minor repairs on library materials.

VI. Assists regularly with general and environmental tasks.
  - A. Files into miscellaneous files.
  - B. Answers patron questions to the best of one's knowledge or refers them to a library staff member.
  - C. Types labels, cards, lists, and letters.
  - D. Aids the Technical Services Area with other responsibilities such as running errands, photocopying materials, and answering phones.

VII. Assists the Technical Services Area with other assignments as given by their supervisors.

Requirements:

Any current Mississippi State University student who is detail oriented is eligible to work in Technical Services. These positions require a friendly, willing, and efficient manner to carry out the work effectively. Must be able to work comfortably with alphabetic and/or numeric sequences. Keyboarding and computer skills are desirable. Students should be able to take initiative and work well independently. Promptness is a requirement.

Students must be physically able to push heavy book carts, shelve materials on the lowest and highest book shelves and occasionally work in a dusty environment for one or two hour periods is also desirable. Visual impairments should not be severe enough to limit reading of book labels for shelving or shelf-reading. Hearing and speech impairments should not be severe enough to limit communication with patrons via telephone or at service desks.

MSU Libraries
Student Job Description

Position Title: PUBLIC SERVICES STUDENT ASSISTANTS

Position Summary:

Student Assistants working in any of the Public Services Areas could be required to perform one or more of the following tasks: straighten, shelve, shelf-read and shift library materials, file, answer patron questions, maintain appearance of Library, its areas and materials. Each Department has a specified staff person to whom student employees will report.

Nature and Scope:

An integral part of the MSU Libraries, Public Services' highest priority is to support the curriculum and enhance teaching, research and service by providing superior and rapid access to materials and information for library patrons. Public Services is comprised of Reference, Government Documents, Microforms, Current Journals, Instructional Media Center, InterLibrary Loan/Document Delivery Service and the branch Libraries. Although not technically part of Public Services, Special Collections and Circulation also have very strong public service components and students working in these Departments emulate this job description. Public Services encompasses filing, shelving, and retrieving library materials, answering patron questions (both directional and reference), and assisting with indexes and abstracts in both paper and electronic format.

Responsibilities:

Accountable to their specific supervisor for carrying out the policies and procedures laid down in their general orientation and the MSU Libraries Student Employee Handbook and for the following tasks as assigned:

I. Maintains a neat and orderly appearance of their work environment, including public service desks, computer areas, work tables, and book carts.

II. Support of general operations:
    A. Knows all librarians and staff, and their functions, in order that proper referrals can be made.
    B. Knows how to make proper referrals.
    C. Knows the location of individual Library areas and can define the use of each so that patrons can be directed appropriately.
    D. Answers telephone with correct telephone protocol.

- E. Performs correct opening and closing procedures when scheduled at the beginning or end of day: doors, lights, copy machines, statistics, clearing building of patrons from all areas of the Library, including lobbies, elevators, and rest rooms.
- F. Assists in keeping the Library neat and orderly at all times when on duty.

III. Maintains collection(s):
- A. Straightens, relabels and cleans shelves as needed.
- B. Reshelves books, periodicals and other Library materials according to appropriate library classification system.
- C. Shelf reads Library collections as assigned on a weekly basis to keep collections arranged in exact call number order and easily accessible to patrons.
- D. Occasionally shifts entire shelves or ranges of books.

IV. Assists Library patrons:
- A. Answers telephone. Refers or answers questions.
- B. Teaches the use of online catalog and other electronic sources as requested by patrons.
- C. Services printers and copiers when necessary; i.e., adding paper, changing ribbons, clearing jams.

V. Assists regularly with general and environmental tasks.
- A. Files into miscellaneous files.
- B. Answers patron questions to the best of one's knowledge or refers them to a library staff member.
- C. Types labels, cards, lists, and letters.
- D. Aids the Public Services Areas with other responsibilities such as running errands, photocopying materials, and answering phones.

VI. Assists the Public Services Areas with other assignments (i.e., collection inventories, moving projects) as directed by their supervisors.

Entry Level Requirements:

Any current Mississippi State University student who is service oriented, accurate and conscientious about detail is eligible to work in Public Services. Must be able to work comfortably with alphabetic and/or numeric sequences. Requires a friendly, willing, and efficient manner to carry out the work effectively. Must have good communication skills. Student should be able to take initiative and work well independently. Some computer skills, knowledge of WordPerfect, QuatroPro, and FileMaker Pro are desirable. Promptness is a requirement.

Must be physically able to push heavy book carts, shelve materials on the lowest and highest book shelves and occasionally work in a dusty environment for one or two hour periods is also desirable. Visual impairments should not be severe enough to limit reading of book labels for shelving or shelf-reading. Hearing and speech impairments should not be severe enough to limit communication with patrons via telephone or at service desks.

Must be willing to work some nights and weekends.

Requirements After One Year:

Excellent patron referral skills, confident but pleasant handling of library patrons and an outstanding ability to manipulate the Library's online catalog and other electronic databases as stressed by your specific work environment.

Date

Address

Dear: SS#____________

I am extremely pleased to inform you of your selection for a graduate student __________ assistantship. Congratulations, this award represents a very distinct honor for only a limited number of applicants are selected.

The assistantship will begin on __________ and end on __________. As a graduate student assistant, you will be required to perform duties equivalent to a maximum of 20 hours per week. You will receive a monthly stipend of __________. In addition to the monthly stipend, you will also be entitled to a waiver of student tuition when all requirements for eligibility are met; however, you will be responsible for all student fees.

To be eligible for this assistantship, you must be enrolled as a full time student during the appointment period. Guidelines for enrollment are described in the "Graduate Assistant Handbook" which may be picked up in your department/unit or the Office of the Graduate School. To retain your assistantship, you must make satisfactory progress in your academic program and abide by all University policies. Should your assistantship be terminated prior to the ending date, your duties and stipend will cease, and you will be responsible for the remaining prorated tuition.

Assistantships are awarded with the understanding that the student recipient will perform the specified duties in a satisfactory manner. Appropriate instructions relative to your duties and the basis for satisfactory performance will be provided by __________ at a later date. In the unlikely event that you are unable to perform the required duties or do not complete these in a satisfactory manner, your assistantship and/or stipend may be adjusted or terminated at that time. Mississippi State University (MSU) reserves the right to terminate your assistantship and/or decrease the specified stipend at any time by giving you one month's notice. Similarly, should you resign the assistantship voluntarily, you must give one month's notice in writing to MSU.

Acceptance of the assistantship is contingent upon your legal eligibility to perform your duties on the campus of MSU. International students must provide the department/unit with a letter of eligibility from the MSU Office of International Services. This letter will be attached to your HRM 103A (Employment Action) Form by your department/unit.

You may indicate your acceptance or rejection of this appointment by checking the appropriate response below and signing your name at the bottom of this letter. The letter should be returned as soon as possible to this office.

Best wishes for a rewarding experience as a graduate student assistant and a challenging academic program.

Sincerely,

Richard D. Koshel, Dean
The Graduate School

fr

____________ Yes, I accept the graduate student assistantship as described above.

____________ No, I will not accept the graduate assistantship as described above.

____
Signature Date

Emergency Contact Information

The MSU Libraries request the following confidential information pertaining to "next of kin" or the person(s) you want contacted should an emergency arise during your scheduled work hours. This form will be kept on file by your supervisor and the Dean of Libraries.

Please provide the following information and return this form to your supervisor as soon as possible. Married student employees should list their spouse and at least one other relative or person who could be notified. Single student employees may list roommates but should also list at least one other relative or person who could be contacted.

Student Employee's Name:

Home Address:

Home Phone:

Person to be notified in an emergency:

Name:

Address:

Daytime Phone: Nighttime Phone:

Relation to you:

Alternate Contact to be notified if above cannot be reached (optional):

Name:

Address:

Daytime Phone: Nighttime Phone:

Relation to you:

Please list any additional information that could prove beneficial should an emergency arise:

Physician:

Allergies:

Medication:

Student Profile Sheet

Name ______________________________ // ______________
Last First Middle Prefer to be called

Today's Date ______________ Semester ______________________

Regular / Work Study / Grad. Asst. Classification: Fr -- So -- Jr -- Sr -- Gr

School Address ____

Home (permanent) Address ______________________________________

Phone Numbers ____________________________ // ________________
Home – include area code School

Social Security Number __________________ Birthday ______________

Major/Minor ____

Dates Worked: From ____________________ To ____________________

Employment Summary:

This section gives detail pertaining to the student's work record: special projects completed, special responsibilities given -- exactly what tasks he performed.

Supervisor's Comments:

This is where the supervisor will record particulars about the student's work record that will help them to give a job reference should there be a need.

Student Employment Contract

Employee's name: ______________________ Date: ______________

Work Schedule for ____________________ (term) ______________ (year)

The MSU Libraries agree to employ you through the coming term, provided the requirements set here are met.

Stated here is the student employee's work schedule for the entire term. If you need to make changes, see your supervisor immediately.

Monday: ____

Tuesday: ____

Wednesday: ______________________________________

Thursday: _______________________________________

Friday: ____

Saturday: _______________________________________

Sunday: ____

Substitutes for planned absences: You may have another student employee from your same area or department substitute for you if you have filled out a Student Change Request Form and the substitution has been approved by your supervisor. If you are not able to locate a substitute after making a serious effort or in case of a grave emergency, notify your supervisor immediately or the librarian on duty and inform them of your difficulty.

I understand and accept the following responsibilities:

- To work the above-scheduled hours for the entire term
- To work equivalent hours (to be arranged) for exam periods
- To arrange for a substitute (according to stated procedures) or to notify my supervisor in case of an emergency
- To become familiar with the MSU Libraries Student Employee Handbook and my department's training manual
- To master in a reasonable time period the requirements of my assignment and to perform them in an accurate and timely manner.

Signed: ______________________________ Date: ______________

Microforms and Government Documents

Student's Schedule

Student: Mary Jane Doe

Semester: Fall 1997

Updated: Sept. 22, 1997

Time	Sunday	Monday	Tuesday	Wed.	Thursday	Friday	Sat.
8:00-9:00	▨	class	work	class		class	▨
9:00-10:00	▨	work	work	work		work	▨
10:00-11:00	▨	work	class	work	class	work	
11:00-12:00	▨	class	class til 11:30	class	class til 11:30	class	
12:00-1:00	▨	lunch	lunch	lunch	lunch	lunch	
1:00-2:00		work	lab				
2:00-3:00		work	lab			other job	
3:00-4:00		work	lab			other job	
4:00-5:00		work				other job	
5:00-6:00					class	other job	
6:00-7:00			work		class	▨	▨
7:00-8:00			work	weekly meeting	class	▨	▨
8:00-9:00			work	weekly meeting	class	▨	▨
9:00-10:00			work			▨	▨
10:00-11:00			work			▨	▨
11:00-12:00			work			▨	▨

Time Period Sept. 14-21, 1997
Regular ___ Work Study X

MISSISSIPPI STATE UNIVERSITY LIBRARIES
STUDENT ASSISTANT TIME SHEET

Each student is responsible for signing in when arriving at work, signing out when leaving work and totaling the hours at the end of each pay period. Students will not be paid for hours worked if the hours are not recorded on the time sheet.

Mary Jane Doe
Student's Name

Government Documents / Microforms
Department

123-45-6789
Social Security Number

18 hours per week
Hours permitted to work per week

Time Worked				**Time Worked**			
Date		From: To:	Total	Date		From: To:	Total
9-14	Sun	-- OFF --	0.0	9-21	Sun	-- OFF--	0.0
9-15	Mon	9:00 - 11:00 1:00 - 5:00	6.0	9-22	Mon	9:00 - 11:00 1:00 - 5:00	6.0
9-16	Tues	6:00 - 12:00	6.0	9-23	Tues	6:00 - 12:00	6.0
9-17	Wed	1:00 - 3:30	2.5	9-24	Wed	1:00 - 3:30	2.5
9-18	Thurs	-- OFF --	0.0	9-25	Thurs	-- OFF --	0.0
9-19	Fri	2:30 - 6:00	3.5	9-26	Fri	2:30 - 6:00	3.5
9-20	Sat	-- OFF --	0.0	9-27	Sat	-- OFF --	0.0

Weekly Totals: 18.0 18.0

Total Hours ________ @ $5.15/hr = $ ________

I certify that the above is a correct record
of the hours worked during the pay period.

Student's Signature

9/15/97

Supervisor's Signature

Schedule Change Request
(please print)

____________________ will work for ____________________

Day &

Date ____________________ Hours

____

Hours Traded -- List below:

____________________ will work for ____________________

Day &

Date ____________________ Hours

____

Supervisor initial below:	**Both students** sign below:

Schedule Change Request
(please print)

John Doe will work for Jane Smith

Day &

Date Sat., 11-22-97 Hours 10:00 - 6:00

Hours Traded -- List below:

Jane Smith will work for John Doe

Day &

Date Sun., 11-23-97 Hours 4:00-12:00

Supervisor initial below:	**Both students** sign below:

Mississippi State University Libraries
Library Student Assistant Midterm Evaluation

Employee's Name	Social Security Number	Department	Dates Covered

Instructions: For each of the following factors listed in the left-hand column, place an X in the box that best describes the employee's performance. If a category is not applicable, leave it blank.

	Unsatisfactory	Needs Improvement	Satisfactory	Commendable	Superior
Quantity of Work - volume of work produced consistently.	Unsatisfactory output ☐	Limited, does just enough to get by ☐	Average output ☐	Above average output ☐	Exceptional output ☐
Quality of Work - accuracy and neatness.	Poor ☐	Not entirely acceptable ☐	Acceptable accuracy and neatness ☐	Very neat and accurate ☐	Exceptionally neat and accurate ☐
Cooperation - with associates and supervisors.	Entirely uncooperative ☐	Reluctant to cooperate ☐	Adequately cooperative ☐	Mostly cooperative ☐	Always cooperative ☐
Dependability - amount of supervision required and application to work.	Unreliable and inattentive ☐	Needs frequent supervision ☐	Generally reliable and attentive to work, follows instruction carefully ☐	Very reliable and conscientious, needs little supervision ☐	Extremely reliable and industrious ☐
Communication Skills-	Limited	Below Average	Average	Above average	Outstanding
Verbal	☐	☐	☐	☐	☐
Written	☐	☐	☐	☐	☐
Initiative - originality and resourcefulness.	Always waits for instruction ☐	Routine worker ☐	Occasionally shows initiative ☐	Better than average ☐	Outstanding ☐

Judgment - ability to evaluate situations and make sound decisions.	Poor ☐	Not always reliable ☐	Good in most matters ☐	Reliable ☐	Decisions are logical and well founded ☐
Leadership - ability to gain cooperation, inspire confidence, and direct people.	Poor ☐	Reluctant to lead ☐	Average display of leadership ☐	Above average leader ☐	Exceptional leadership skills ☐
Attendance - ability to be in the work place and prepared to work at the scheduled time.	Frequently late ☐	Occasionally ☐	On time ☐		

Since employee's last evaluation, employee has:
- Regressed ☐
- Maintained Level ☐
- Improved ☐

Remarks: Furnish any additional information that you believe may be helpful in evaluating this employee. If this is a final evaluation, enter the reason for the student leaving.

This evaluation has been discussed with the employee, who offers the following comments:

Employee Signature Date Department Head or Supervisor Date

(Employee signature does not indicate agreement with evaluation, it only acknowledges that the employee was given the opportunity to discuss the evaluation with the supervisor.)

Mississippi State University Libraries
Library Student Assistant Final Evaluation

Employee's Name	Social Security Number	Department	Dates Covered

Instructions: For each of the following factors listed in the left-hand column, place an X in the box that best describes the employee's performance. If a category is not applicable, leave it blank.

	Unsatisfactory	Needs Improvement	Satisfactory	Commendable	Superior
Quantity of Work - volume of work produced consistently.	Unsatisfactory output ☐	Limited, does just enough to get by ☐	Average output ☐	Above average output ☐	Exceptional output ☐
Quality of Work - accuracy and neatness.	Poor ☐	Not entirely acceptable ☐	Acceptable accuracy and neatness ☐	Very neat and accurate ☐	Exceptionally neat and accurate ☐
Cooperation - with associates and supervisors.	Entirely uncooperative ☐	Reluctant to cooperate ☐	Adequately cooperative ☐	Mostly cooperative ☐	Always cooperative ☐
Dependability - amount of supervision required and application to work.	Unreliable and inattentive ☐	Needs frequent supervision ☐	Generally reliable and attentive to work, follows instruction carefully ☐	Very reliable and conscientious, needs little supervision ☐	Extremely reliable and industrious ☐
Communication Skills-	Limited	Below Average	Average	Above average	Outstanding
Verbal	☐	☐	☐	☐	☐
Written	☐	☐	☐	☐	☐
Initiative - originality and resourcefulness.	Always waits for instruction ☐	Routine worker ☐	Occasionally shows initiative ☐	Better than average ☐	Outstanding ☐

Judgment - ability to evaluate situations and make sound decisions.	Poor ☐	Not always reliable ☐	Good in most matters ☐	Reliable ☐	Decisions are logical and well founded ☐
Leadership - ability to gain cooperation, inspire confidence, and direct people.	Poor ☐	Reluctant to lead ☐	Average display of leadership ☐	Above average leader ☐	Exceptional leadership skills ☐
Attendance - ability to be in the work place and prepared to work at the scheduled time.	Frequently late ☐	Occasionally ☐	On time ☐		

Since employee's last evaluation, employee has:
Regressed ☐
Maintained Level ☐
Improved ☐

Remarks: Furnish any additional information that you believe may be helpful in evaluating this employee. If this is a final evaluation, enter the reason for the student leaving.

This evaluation has been discussed with the employee, who offers the following comments:

Employee Signature Date Department Head or Supervisor Date

(Employee signature does not indicate agreement with evaluation, it only acknowledges that the employee was given the opportunity to discuss the evaluation with the supervisor.)

VIII. Expectations

A. Dependability

Students who work in the Library contribute a great deal to the smooth flow of services offered in each of their areas and departments. Because the positions filled by student employees are scheduled to accommodate classes and extracurricular commitments, many areas of the Library experience a *changing of the guard* every few hours or so. To make the transition between shifts in a manner that least interrupts service, student employees are expected to follow the guidelines below.

(1) You must be on time or be a few minutes early. At the end of your shift, wait until your replacement arrives before you leave. If it is not possible for you to wait, notify your supervisor. When working at night or on weekends when you are on duty with no staff member, it is imperative that you wait for your replacement.

(2) Student employees must work the number of hours and times agreed upon with their supervisors. This means an hour of work is sixty (60) minutes and NOT 50 or 55 minutes.

(3) If you are going to be late due to unavoidable circumstances, let your supervisor know why and when you can be expected.

B. Promptness

Student workers are expected to be on time to work -- PERIOD. If you have a class before or after your scheduled work time, be sure to allow 5-10 minutes before or after your work schedule to make the hour come out evenly. The area must be covered at all times and being late could cause someone else to have to stay in your place -- making them late for their class.

C. Absenteeism

Perfect attendance should always be an employee's goal. If it is necessary to miss work, it is your responsibility to inform your supervisor at the earliest possible opportunity. For emphasis -- *it is the STUDENT'S responsibility* -do not tell your roommate or mother or sister or relative to call for you. *YOU* call and talk to your supervisor yourself !!!

If absenteeism is due to illness, an unavoidable circumstance, or an emergency, you may discuss making up missed hours with your supervisor.

If a you know ahead of time (preferably 24 hours) that time off is needed to study for a test, finish a term paper, etc., arrangements *might* be made with your supervisor to make up the missed time. It could result in students switching work times in order to keep the area covered. THIS PRIVILEGE MUST NOT BE ABUSED or it will be taken away from the abusive student worker. Absences not cleared ahead of time with your supervisor cannot be made up.

D. Teamwork / Cooperation

Serving patrons in the most effective way possible requires that the library staff and student employees function as a **team**. Teamwork depends upon communication.

(1) Make sure you understand how to execute your specific assignments. Don't assume! When in doubt, ask questions. If you run into difficulties, report them to your supervisor.

(2) Never leave a task in progress without writing an explanatory note. Make sure your supervisor and the next worker know what has been completed and what remains to be done.

(3) Review *Clarifying a Patron's Request* in section IX.C. of this manual to assure effective communication with library patrons.

(4) If you have a problem during your work shift, let your supervisor know as soon as possible. It is always better for your supervisor to hear about problems from you than from patrons.

(5) Always maintain a professional demeanor, even when working with or helping friends and/or family members. Save socializing for off-duty.

(6) Understand that suggestions and criticisms from your supervisor are intended to be constructive and helpful.

E. Courtesy and Friendliness

Express consideration and
kindness toward others.

All student assistants represent the Library while on duty and MUST conduct themselves in a polite and business-like manner. Manners are imperative and rude behavior towards patrons will not be tolerated. If an occasion arises where a patron is rude or impolite to you, please refer the patron to one of the librarians or another staff member in the Library. *Always* mention the incident to the your supervisor. *Do not* be rude back to a patron. Smile and say "Let me get my supervisor" and then do so. Such behavior by patrons is not preferred but may sometimes have to be tolerated.

F. Positive Attitude

Have a positive attitude. Positive attitudes create harmony. Smiling while on the job shows others you enjoy your work. Having a friendly personality encourages others to do the same. Encourage fellow workers daily. It adds a little glow to their day as well as yours.

Be enthusiastic. Enthusiastic people generate positive attitudes in others. Enthusiasm encourages others as well as yourself to excel.

During the workday people may have a tendency to have short tempers, to be hostile to others, and to share other negative behaviors. A sense of understanding, along with experience and practice, will aid you in being courteous to everyone. To keep a positive attitude, think before speaking and then speak carefully and tactfully. Try to avoid becoming emotional in a conversation. Avoid statements that might offend other workers or patrons. Try to remain composed and confident, and then approach the problem logically.

G. Initiative

Student employees have many opportunities to show initiative. Some examples are planning and directing one's own work, beginning a job quickly and staying with it until it is completed, suggesting ideas for improving procedures, identifying and reporting job related problems, looking for additional work when one assignment is complete, and acting when the situation warrants attention.

H. Judgement

When you are faced with a situation that requires you to make a decision, take time to think through all of the consequences. Sound judgement is the key. Be sure to consult your supervisor when you are not certain about what to do.

I. Quality and Quantity

In every area of the Library -- Reference, Circulation, Cataloging, etc. -- there are procedures or details of operation that are designed to provide service in an organized and quality-conscious fashion. Specific procedures and performance standards for your department will be communicated to you during orientation and during on-the-job training. It is important to continue working at the standard that your supervisor has taught you. Remember that a misfiled book, record, or microfiche is a LOST ONE and that a mistreated patron will always return to haunt you. In an effort to be a part of the professional level of service that the library staff works hard to present, we expect you to execute your jobs in ways that are:

(1) **Accurate and Complete.** Both of these characteristics are truly essential to keeping the Library organized and its materials accessible.

(2) **Efficient.** Sometimes this will mean speedily locating the needed materials and delivering them to the patron or your supervisor. Sometimes you will need to plan out a task so that it is completed within a deadline. And at all times you should try to discover methods that will help you to complete a task in a manner that will get the job done in the quickest way without sacrificing quality.

(3) **Helpful.** Volunteer information when you have the knowledge; ask for assistance in answering a patron's question when you do not. Incomplete or wrong information and failure to refer patrons to a librarian for reference help can lead to academic tragedy. Put yourself in your patron's shoes.

(4) **Informed.** Learn about the Library's various resources, departments, and the people who staff them. As in class, you get good marks for knowing more than just the particulars you are assigned.

(5) **Willing.** There are times when demands on your services may exceed what you think is the scope of your responsibility. Another staff member may need your help, a demanding patron may tax your patience and good humor, or your supervisor may be in a fix and need you to cover for an illness. Remember that willingness, more

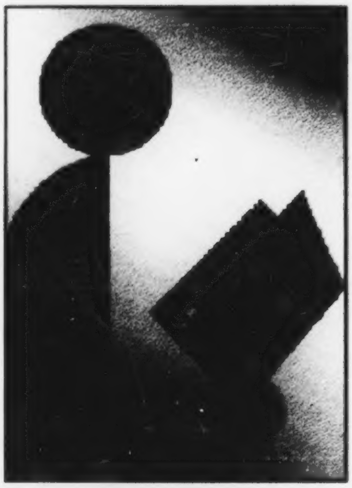
than any other trait, is what makes you valuable to your supervisor and is therefore cherished.

J. Leadership

There are not a lot of opportunities for student employees to show leadership so when they do arise, take advantage of them and show your supervisor that you can handle the responsibility. Many departments hire graduate students with the possibility of their supervising undergraduates on night and weekend shifts. It is also possible for students with seniority and extended experience to be asked to help train new student employees with respect to certain tasks. A good leader is able to organize and direct the work of others and possesses qualities of understanding people.

K. Potential

One of the main characteristics a supervisor looks for in new employees is potential. All new student employees have lots to learn and even though people learn by different methods and at different speeds, a supervisor wants employees that have the ability to develop into positive library advocates.



IX. Conduct

A. Food and Drink

All food and drink should be consumed in either the Student Break Room or the Food for Thought Area. Some departments which have workrooms or behind-the-scenes areas; and have students working their shifts alone, may allow exceptions. Check with your supervisor. NEVER have food or drink out in the areas used by the public.

B. Smoking / Use of Tobacco Products (Chew / Snuff)

Smoking and the use of any tobacco products are strictly forbidden within the Mitchell Memorial Library building. There are receptacles just outside both entrances to the building for extinguishing and discarding all tobacco products.

C. Drug Use

The University prohibits the unlawful possession, use, or distribution of illicit drugs and alcohol on University property or as part of any University activity. Students or employees failing to observe the drug and alcohol policy will be subject to the imposition of sanctions by the University in accordance with established disciplinary action procedures. For students, sanctions may include suspension or expulsion.

D. Sexual Harassment

Mississippi State University, in its efforts to foster an environment of respect for the dignity and worth of all members of the University community, is committed to maintaining a work-learning environment free of sexual harassment. It is the policy of the University that no member of its community shall sexually harass another. Any employee or student who violates this policy is subject to disciplinary action.

Definition of Sexual Harassment: Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment or academic standing; submission to or rejection of such conduct by an individual is used as a basis for employment or academic decisions affecting the individual; or such conduct has the purpose of effect of interfering with an individual's work performance or creating an intimidating, hostile, or offensive work-leaning environment.

E. Job Attire

The MSU Library is a working environment and a library student employee position is a REAL JOB. Use common sense and dress appropriately for work. Jeans and long (walking) shorts are permissible -- no hats, halter tops, miniskirts, muscle shirts or anything that is too revealing. Your supervisor has the last word on dress and may ask you not to wear a particular outfit again.

F. Grooming

Proper hygiene and grooming are essential to a good work environment. Take a bath or shower daily and keep your hair clean. Always use deodorant or antiperspirant brush your teeth daily.

G. Studying

No student employee is allowed to study while at work --- PERIOD. There are more than enough jobs available to keep everyone busy at all times.

H. Telephone for Personal Use

Personal calls may be made and taken on office telephones provided they are kept short and to a minimum. This is a privilege that will be taken away if abused.

PATRONS should be directed to use the campus phone or public pay phone near the "Food for Thought."

I. Visitors / Friends

It is permissible to greet friends that come into your area. If providing reference service for your friends, treat them as you would any other patron -- do not go overboard and do their work for them. Keep social visiting to a minimum. NEVER allow friends to sit around and talk to you even if you continue to work during the conversation.

J. Visiting Your Work Area When Off Duty

Do not pay social visits to your work area when off duty. *Lounging* in the work area creates a negative impression of the student and work area.

K. Breaks

Only students working four or more hours without interruption are allowed to take a break. When working four hours consecutively, a student may take a fifteen (15) minute break any time during the four hours EXCEPT for the first and last fifteen minutes of the work period. A "break" is intended as a rest period, to be followed (and preceded) by work and may not by used to cover a late arrival or an early departure.

Students working more than four hours in a row may add five minutes to their allotted break time for every hour over four that they work. For example: if a student works six hours in a row, he may take a 25 minute break. He also may divide this into two breaks of 10 and 15 minutes if he wishes.

It is preferable for students to take their breaks in the Food for Thought area, in the Library's Student Break Room or outside the building. Students should arrange break times with their supervisor and should never abuse this privilege. Student employees working alone during night or weekend shifts should take their breaks in their areas of responsibility to avoid leaving an area completely unstaffed.

L. Music

Many of the duties carried out by student employees are simple and repetitious enough that they can easily be performed while listening to music. The main word of caution is to always be approachable by patrons and not to let the music interfere in any way with your responsibilities.

(1) Office Radios

Some workrooms, offices or behind-the-scenes work areas have radios and they may be listened to with *permission of your supervisor*.

Be sure to keep the volume low to avoid disturbing other workers and patrons. Also keep co-workers in mind when selecting a channel. Not everyone enjoys rap or country and western.

(2) Walkman Radio/Cassette Players

Walkman use is not allowed when working at a service desk. If not at a service desk, listening to a walkman is permissible as long as it does not interfere with the performance of your duties. This allows you the privilege of listening to your own style of music from radio stations, cassettes, or CDs. Be sure that your volume is low enough that you can hear the telephone, the Reference Desk bell, or a patron ask for help.

M. Voice Level

Keep your voice low. Voices carry far in the Library and loud talking in workrooms can also be heard in the public service areas. Many patrons are in the Library to do research or to study and do not wish to be disturbed--nor do your co-workers who are engaged in work.

QUIET
PLEASE

Be mindful of your voice level when speaking on the telephone. Connections are sometimes faint and hanging up and redialing the number is preferred to shouting into the receiver. Also be aware of your voice level if listening to a walkman. With earphones on, you may not realize just how loud you are talking. Always take off your earphones when approached by a patron or fellow worker.

N. Personal Articles

Each department has a designated place (shelf, drawer, cabinet, etc.) where students should store their personal belongings (i.e. school books, purses, coats) while on duty. Be sure to keep backpacks and purses out of public sight. There have been instances of theft keeping tempting items out of public view has proven to be the best prevention to a bad situation.

X. Work Etiquette and Protocol

Whether you are employed by a public services area or a technical services area, you will interact with both library staff and library patrons. Certain basic rules exist for interacting with people.

A. Person to Person

Remember to be courteous, friendly, enthusiastic, etc. about your job and the people around you. Review the definitions to these characteristics and others in section VII. Expectations.

(1) With Supervisor

Cultivate a good working relationship with your supervisor. She is not expected to be your 'best friend' but instead your 'mentor.' Most supervisors within the Library have an open-door policy and welcome your interruptions if such occasions lead to your being a more efficient and productive employee.

(a) Addressing Supervisor

When addressing your supervisor, use her formal name -- call her Mrs. Delgado or Dean Coleman or Mr. Donahoo. Also address all other Library personnel in the same manner unless they personally have given you permission to call them something else.

(2) With Fellow Student Employees

Extend to coworkers the same courtesy and consideration you would expect in return. You will find that a positive attitude has its reward in creating less stressful work relations for everyone. Be open to trading work shifts to accommodate a coworker's need. The next time, it could be you needing to trade shifts.

(3) With Other Library Faculty and Staff

There will be times when you will interact with other Library faculty and staff. Apply all of the work etiquette mentioned to this point to these coworkers. For example, you may be asked to deliver a fax transmission to a librarian. You may know who she is but she may not have met you. Identify yourself by saying something similar to *"Hi, Mrs. Peyton - I'm Mary Smith and I work in Interlibrary Loan. This fax just came for you."*

(4) With Patrons

(1) If you are at a service desk or working on a task and a patron approaches, stop work immediately, smile, and *tune in* to the conversation
(2) Never make the patron feel as though he is bothering you
(3) Establish eye contact
(4) Listen carefully
(5) Offer assistance if requested; for example, don't just point toward the desired goal; if possible, go with the patron
(6) Acknowledge those waiting their turn for help: *"I'll be right with you."* Try to help patrons in order: *"Who is next?"*
(7) Help find the materials a patron is looking for
(8) Make further suggestions when you can
(9) Offer future assistance: *"Let me know if you need any more help."*
(10) Offer to get other help: *"Let me ask a librarian to assist you."*
(11) SMILE
(12) Show interest, courtesy, and empathy; initiate discussion with the patron who is obviously coming to you for help: *"How may I help you?"*

B. Telephone Etiquette

There are several points to be stressed pertaining to this topic because it is a very important area. Students must learn proper telephone etiquette and use it daily:

(1) Library Telephone Calls

(a) Answer Immediately

The person closest to the phone should answer or it will roll over to voice mail after three rings. If your work area has a portable telephone, learn to properly use it and have it close by if you are working away from the telephone outlet.

(b) Call Pickup -- # 0

It is possible to answer a ringing telephone from a different phone by dialing "# 0" -- that's pound-zero. This is very useful in large rooms such as the Government Documents and Microforms Area. If Mrs. Delgado's telephone rings and she is helping a patron and can't stop to answer it, then the person at the GD/MF Desk can pick up the Desk telephone and dial "#

0" and answer it for her without having to run across the room to get to her office.

(c) Identify the Area / Department

Always answer the phone by saying "Documents and Microforms" or "Special Collections." NEVER say "hello."

(d) Take a Message

If the caller wishes to speak to a someone who has their own telephone number, please give them his/her direct number. If the caller wishes to speak to an employee and she is not available or if you cannot answer the caller's question, PLEASE take a message. Be sure to get the following information and please print clearly so the call can be returned promptly:

Caller's Name
Caller's Telephone Number (with area code)
Date and Time of Day that call was received
Message
Your Name

NOTE: If the librarian is not available to come to the phone, PLEASE do not tell the caller that she is on break, at lunch, or that you don't know where she is (even if it's the truth!). Simply state that she has stepped out of the Area for a moment and ask if you may take a message. If you know when she will be returning, then say "Mrs. Delgado will be out of the Office until 1:30. May I have her return your call at that time?" ... and take a message.

The reason for this policy is that telling a caller that an employee is on break can sometimes give them the impression that she is goofing off and not doing her job (even though that is NEVER the case). This policy leaves a good impression on the caller.

One last thing: This policy also works well for patrons who visit the Area when the librarians are out of the Area. Tell the patron that she has stepped out of the room for a moment and would they like to wait ....or that you will be happy to get someone else who could help them.

[1] Message Memo Pad

Please note the **message memos** that should be used when taking information in someone's absence. Be sure to read the message back to the caller to make certain it is correct. Sign your name--do not use initials. *Do not rely on your memory !! Write everything down -- forgetting a name or number could result in problems.*

(e) Deliver Message

If a message is for one of the librarians, know where to place it to assure prompt attention. This could mean taping the message to the librarian's office door or computer screen or placing it in his/her incoming mail box. If it is for another student employee, be sure to deliver message. The message is your responsibility until turned over to the person for whom it was intended.

(f) Transfer Calls

Students should learn how to transfer calls to other departments/personnel within the Library. Always give the caller the direct telephone number BEFORE trying to transfer the call just in case something goes wrong and you are disconnected.

To transfer a call, while the caller is on the line, press the **link** button. It is the wide button with the "L" on it. You will hear four beeps. Dial the number you want to transfer the caller to and it will ring. When the third party picks up, identify yourself and tell them that you are transferring a call to them and then hang up. The caller will be automatically be connected to the third party.

If the third party's voice mail answers, press the **link** button **twice** and you will return to the original caller. Tell the caller that the third party is on another call and give them the option of leaving a message on their voice mail or placing the call directly at another time. To allow the caller to leave a voice mail message, press the **link** button, listen for the four beeps, re-dial the third party's number and, when you hear the voice mail message start, hang up. The caller will automatically be connected to the third party's voice mail and can leave their message.

If the third party's line is busy, press the **link** button **twice** and you will return to the original caller. Tell the caller that the third party is on another call and give the caller the appropriate telephone number for the department so that they can place the call directly at another time.

DO NOT GIVE OUT PERSONAL INFORMATION SUCH AS HOME PHONE NUMBERS OR ADDRESSES OF LIBRARIANS OR STUDENTS

(2) Library Telephone Numbers

The following are telephone numbers which you should know or be able to quickly find and use.

(a) Library Recording: 325-3060

This is the main telephone number for the MSU Libraries and gives the caller six choices among Library departments to direct their call.

(b) Library Hours: 325-8760

This recording is kept up-to-date by the Circulation Department and includes regular semester hours and any upcoming holiday or exam week hours of operation.

(c) Your Department's Number

All workers should memorize their Area or Department's direct telephone number(s) in case you need to call work when an MSU Telephone Directory is unavailable.

(d) Campus Police: 325-2121

This number is listed on the very first page inside the *Campus Directory* and is also the number to call for *Bully Patrol*.

(e) List of Library Personnel and Department Numbers

The following page list all of the MSU Libraries personnel and their direct telephone numbers as well as all Library Departments and their floor location.

Library Personnel

Speed	Phone	Name	Dept.	Floor
*29	7665	Ames, Janet	Cataloging	1st
*28	7680	Ballard, Mike	Special Coll.	3rd
*29	7665	Beach, Regina	Cataloging	1st
*24	7673	Berger, Joan	Acquisitions	1st
*05	2029	Berry, Glen	Moving Super.	1st
*36	7666	Betts, Eula	Tech. Services	1st
*24	7673	Blanchard, Kattie	Acquisitions	1st
*29	7665	Booth, Martha	Cataloging	1st
*29	7665	Box, Gwen	Cataloging	1st
*38	7678	Brady, Mary Frances	ILL/IDS	2nd
*23	7672	Breland, June	Coll. Dev.	3rd
*45	7969	Charters, Marybeth	Reference	2nd
*37	0548	Chressanthis, June	Cataloging	1st
*38	7678	Cloutman, Jackie	ILL/IDS	2nd
*07	7661	Coleman, Frances	Dean	3rd
*26	7677	Cruickshank, John	Reference	2nd
*47	8548	Cunetto, Ida	Reference	2nd
*40	8542	Cunetto, Stephen	Systems	3rd
*08	7668	Davidson, Tavetia	Circulation	2nd
*25	7660	Delgado, LaDonne	Gov Docs/MF	2nd
*35	7664	Donahoo, Michael	Circulation	2nd
*24	7673	Doyle, Stephen	Acquisitions	1st
*27	7674	Edwards, Brenda	Binding	1st
*04	0812	Fairbrother, Debra	Dean's Office	3rd
*44	0008	Fletcher, Christine	Gov Docs/MF	2nd
*14	2170	Hall, Susan	ILL/IDS	2nd
*18	2204	Hammett, Judy	Arch. Library	
*13	0952	Harris, Cindy	Reference	2nd
*29	7665	Hill, Becky	Cataloging	1st
*20	7669	Hollingshed, Cathy	IMC/Media	1st
	4019	Jackson, Beth	Dean's Office	3rd
*15	1240	Kinkus, Jane	Vet Med Lib	
*39	8184	Lee, Deborah	Acquisitions	1st
	6636	Lehman, Paula	IMC/Media	1st
*30	7723	Love, Brenda	Special Coll.	3rd
*08	7668	McCorkle, Brandy	Circulation	2nd
	1350	McKinley, Sharon	Vet Med Lib	
*34	1668	McReynolds, Frances	Current Journals	2nd
*29	7665	Mitchell, Rennita	Cataloging	1st
*10	8183	Mord, Summer	Circulation	2nd
*16	3935	Mueller, Lynne	Special Coll.	3rd
*00	8403	Nowak, David	Reference	2nd
*21	7671	Peyton, Gail	Reference	2nd
*24	7673	Plodinec, Louise	Acquisitions	1st
	1144	Phillips, Anita	Vet Med Lib	
*31	3819	Purnell, Ann	Current Journals	2nd
*48	7682	Rafferty, Randy	Reference	2nd
*24	7673	Riden, Judy	Acquisitions	1st
*06	0813	Roach, Peggy	Dean's Office	3rd
*31	3819	Saucier, Nancy	Current Journals	2nd
*30	7723	Self, Betty	Special Coll.	3rd
*17	3848	Sink, Mattie	Special Coll.	3rd
	3834	Smith, Kerry	Reference	2nd
*29	7665	Staley, Craig	Cataloging	1st
*41	0300	Thornton, Rob	Systems	1st
*42	8391	Turner, Suzy	Public Services	3rd
*24	7673	Valentine, Brenda	Acquisitions	1st
*18	2204	White, Emilie	Arch. Library	
*46	7681	Winger, Anita	Systems	1st
*29	7665	Zhang, Shelley	Cataloging	1st

Updated: 8-5-98

Library Departments and Other Telephone Numbers

Speed	Phone	Department
*24	7673	Acquisitions
*18	2204	Architecture Branch Library
	6633	Auditorium
*27	7674	Binding
*29	7665	Cataloging
*08	7668	Circulation
*49	8119	Computer Commons
*31	3819	Current Journals
	3061	Dean's Office Students
	0833	Electronic Classroom (ELI)
	6634	Faculty/Graduate Study
	0804	Food for Thought
*38	7678	IDS / Inter-Library Loan
	3560	IDS Fax 1
	7663	IDS Fax 2
	8760	Library Hours
*44	0008	Government Documents & Microforms Desk

Speed	Phone	Department
	2559	Grisham Room
*33	7676	IMC / Reserve Music / Media
	8174	#316 - Glen's Pager
	8174	#314 - Stack Mt. Pager
	2810	Public Campus Phone on 2nd Floor
	323-9811	Public Pay Phone on 2nd Floor
	323-9852	Public Pay Phone on 1st Floor
*32	7667	Ready Reference
*22	7679	Special Collections Desk
*30	7723	Special Collections
*09	7675	Stack Maintenance
*28	7680	University Archives
*19	1256	Veterinary Medicine Branch Library
*11	6245	Voice Mail

Updated: 7-6-98

TELEPHONE TECHNIQUES FOR THE OFFICE

Steps in Cultivating a Polite Telephone Manner

Answer immediately	By the first or second ring. Voice-mail will pick up if not answered by the third ring.
Identify the Area	"Documents and Microforms" -or- "Microforms and Documents" **NEVER** pick up the telephone and just say **"HELLO."**
Develop a quality speaking voice	Smile before answering the telephone. A smile on your face can add a smile to your voice. The caller can tell if you are angry, tired, or upset.
Speak naturally and clearly	Speak with a clear, natural voice at a normal speed. Speak distinctly; do not slur words. An example is, "Mr. Wells is going to be late" instead of "Mr. Wells is gonna be late" Use simple language and avoid slang such as "yeah" and "nope."
Use a positive tone	Sound enthusiastic. The **way** you say something is just as important as **what** you say. Avoid speaking too loudly or too softly.
Be pleasant	Be friendly and cheerful. Greet each caller as he/she is special. **NEVER** make the caller feel as though he/she is interrupting and not important.
Do not keep a caller waiting	If you cannot immediately answer the caller's question, ask if he/she would like to hold or prefer to be called back once you have the information.
Take clear, complete, concise messages	**NEVER** assume you will remember a caller's name or telephone number. Keep a pen and 'message memo' near the telephone at all times. Ask for the spelling of names and ask for phone numbers. Verify the name and number by repeating them to the caller. Ask the caller to spell for you any words you have difficulty understanding.
Deliver messages immediately	Messages should not pile up by the phone. They should be delivered immediately.
Use of telephone for personal use	Personal use of the telephone should be limited to brief, urgent messages. Avoid using the telephone for long, detailed messages. Resist "small talk."

Telephone Tips

Making and Receiving Calls

Dial carefully and correctly. Write the number down in front of you.

Wait at least six rings before hanging up.

When someone answers, say "Hello" before saying another word.

Always identify yourself, even when you are calling your best friend, and even if someone is sure to recognize your voice. When calling someone you don't know, or who doesn't know you, give your first and last name (slowly) and any other identifying information. Which name you give depends on how well you know, or are known to, the person who answers.
Example: *"Hello, Mrs. Smith. This is Nancy Jones. May I please speak to Susan?"*

If you dial a wrong number, check the number with the person who answers the phone and apologize for disturbing them. Don't ask *"What number is this?"* Instead ask *"Is this 555-1234?"*

If you need to talk for a long time, ask if it is a convenient time to talk. If it's not, arrange a time that is mutually convenient.

Remember to speak naturally and clearly using a positive tone of voice.

During the Telephone Conversation

Always sound interested in what the caller has to say.

Excuse yourself before talking to someone in the room while you are talking on the phone. It is annoying to the caller if you don't.

Never eat white you are talking on the phone. You may drink, if you do it quietly, but only while the other person is talking.

Answer in a pleasant voice as soon as you pick up the receiver. This tells the caller that you are paying attention.

If it is inconvenient to talk -- for whatever reason (other patrons, alarms going off), ask if you can call back. If it is a good friend, quickly explain why you can't talk, and call back later.

When the call is for someone else, say, *"Just a moment, please."* Put the phone down and go get the other person. **Don't yell.**

When the phone call is for someone who is not available, offer to take a message, or ask if someone else could help the person who is calling.

If you take a message, be sure you have the information correct. Don't be afraid to ask the caller to repeat the information.

If you are leaving a message over the phone for someone else, be sure you spell your name and give your number slowly. If possible, tell why you are calling.

Ending the Conversation

Always say good-bye before you hang up. It is the only way someone knows you intend to stop talking. Then hang up. Do not wait to hear if the other person has also hung up.

Telephone Skills On the Job

Courtesy Pays

According to a study by the Rockefeller Institute, 68 percent of a company's client base lost each year is due to indifferent or negative phone treatment. Note that the business wasn't lost due to poor quality or competition. It was lost because of the perception on the part of the caller of indifference or lack of caring.

A cardinal rule of customer service: Don't tell people what you *can't* do; tell them what you *can* do. It all has to do with your phrasing and the way you frame the situation for them. And as Nancy Friedman, president of the St. Louis, Missouri-based consulting company, The Telephone Doctor, points out, "It doesn't take any extra time to be nice."

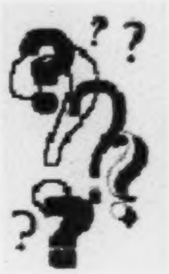
In fact, eight years ago, Friedman was so put off by the negative telephone treatment she received by her Insurance company that she threatened to cancel her policies and take her business elsewhere. Her agent responded by inviting Friedman to talk to his company's staff about how they could improve their telephone skills. The reaction to Friedman's impromptu presentation was so positive that she started her own telephone consulting company.

Today Friedman conducts workshops and seminars on the topic. Her advice: Learn these "five forbidden phrases," and banish them from all of your telephone conversations:

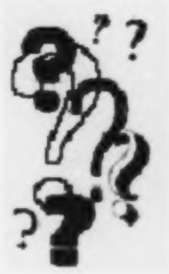
Forbidden	**A better approach**
1. I don't know.	1. Let me check for you.
2. We don't (or can't) do that.	2. Let me see what I can do.
3. You'll have to call or write...	3. Here's how we handle that. Please call or write...
4. Hang on a second, I'll be right back...	4. I'll need to put you on hold for a minute, is that all right?
5. No.	

Source: *More Power To You: How Women Can Communicate Their Way To Success* (Warner Books, 1992) by Connie Glaser and Barbara Smalley.

C. Clarifying a Patron's Request (The Reference Interview)

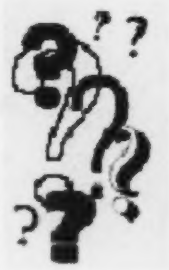


A large part of your job is to impart information to library patrons. Whether reporting on the status of a book not on the shelf, assisting in the interpretation of a holding record, or giving directions to the restrooms, you are often the only contact the patron has with the Library. The goal is to give each patron the best possible service. The first question that a patron asks is usually not the *real question* that needs answering. A simple question may require more than a simple answer. The following suggestions should help you to communicate effectively:

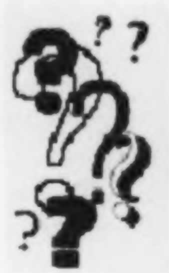


(1) Ask enough questions to be sure you understand what the patron really wants. Open-ended questions yield more information than close-ended questions. Learn this trick of the trade and ask OPEN-ENDED questions.

(2) A CLOSE-ENDED question is one that is answered by either *"yes"* or *"no."* For example, *"Are you finding what you need?" "YES"* (maybe not, but the patron is hesitant to bother you or to have you find out that they don't know what to do).



(3) An OPEN-ENDED question is one that prompts the patron for a detailed answer. For example, a person comes to the Reference Desk and asks *"Where are the magazines?"* What he really wants is an article out of a magazine about socialism. If you respond the current issues are in the Current Journals Room and older issues are in alphabetical order on First Floor, you have not truly answered his question. After making this statement, you should follow through with a question such as *"Are you looking for something in particular?"* This should prompt the patron to be more specific allowing you to suggest an alternative search or that he consult with a librarian.



(4) Allow time to complete information transactions. It may be necessary to repeat information or instructions, especially if the patron does not understand English well. Be patient and courteous at all times; if you feel pressured and cannot adequately handle the level of patron demand, don't take it out on the patron. Call on your supervisor for assistance.

(5) Make your answer as simple and complete as possible. Use library terminology sparingly.

(6) Avoid extending your answer beyond your specific knowledge or expertise. Misinformation is wasteful of everyone's time and may cut the patron off from other important resources. When you don't know

or are not sure of an answer, refer the question to your supervisor of the staff member with the special skill to answer the question.

D. When to Ask Someone Else

Student employees are expected to know their job, basic information about the area in which they work, and certain things about the entire library. However student employees are not expected to learn everything. Don't hesitate to ask questions, especially when you are dealing with a library patron. If the appropriate library faculty or staff person cannot be reached and you cannot answer a question, be sure to get the following information and please print clearly so the patron can be contacted promptly:

Patron's name
Patron's telephone number (with area code)
Date and time of day that patron requested help
Information requested by patron
Your name

-- Don't guess.

-- Don't say *"I don't know"* and leave it at that.

MAY I HELP YOU?

-- Instead say something like:

-- *"I'm sorry, I don't know the answer to that -- let me ask ____"*
-- *"I think you need to go to the Special Collections Department -- let me call and ask them first"*
-- *"I'll have to ask a librarian to help you -- just one moment"*

-- Don't say *"NO"* and leave it at that.

-- Follow through with something like:

-- *"No, we are not open on Sunday mornings, but we are open from 1:00 p.m. until Midnight on Sundays."*
-- *"No, we don't subscribe to that magazine, but it is fulltext on FirstSearch."*

NEVER LEAVE A LIBRARY PATRON UNTIL YOU HAVE HELPED THEM OR GOTTEN SOMEONE TO HELP THEM.

Other things **NOT** to say:

– *YOU WANT WHAT!!?* (in a voice that implies, "you've got to be kidding," or "boy, this is a dumb question")

-- *We don't have anything like that.* (meaning "go away")

-- *NO.* Instead say *"I don't think so, but let me check to make sure."*

THERE IS NO SUCH THING AS A STUPID QUESTION

E. Confidentiality

It is imperative for ethical, moral and legal reasons that we protect the privacy of all persons using library materials. Become very familiar with the *Intellectual Freedom Policy and Right to Privacy Statement* which appears in this handbook in section X.O. The Mississippi State University's confidentiality statement also applies and appears verbatim in Appendix D.

F. Problem Patrons

We would prefer to always help patrons who appreciate our work and thank us for making the extra effort to help them. In the real world, this is not always the case. Listed below are two examples of problem patrons and how you as should handle the situation.

(1) The "I've Been Wronged" Patron

If you work with the public long enough, you will eventually deal with a patron who has a chip on his shoulder as big as Mount Rushmore. He is already mad before he even gets to you and has a long list of complaints. Try to recognize these situations quickly and **act** instead of **reacting** to the patron. Express regret for his difficulties. Keep your voice low and calm -- talking slowing and politely with a smile on your face. If nothing you do or say seems to soothe the situation -- ask the patron to wait just one moment while you ask your supervisor to step in and take over.

If an incident occurs in which you feel you have been wrongly treated by a patron or co-worker, refer the matter to your supervisor as soon as possible. Every attempt will be made to remedy the situation quickly and to everyone's satisfaction.

(2) The "Suspicious" Character

If you observe a patron in the Library who appears to be acting "suspiciously" or seems abusive towards someone or any library materials, obtain a complete physical description of the person, inform a library staff member immediately, and CALL CAMPUS POLICE (#2121). When in doubt, do not hesitate to call the security officers.

The MSU Library has had its share of streakers, flashers, arsonists, harassers and other undesirable characters. PLEASE remain calm but do take action so that the characters can be stopped.

G. Care and Handling of Library Materials

Mississippi State University maintains the Mitchell Memorial Library and its branches to make accessible to the campus community materials that individual students and faculty could not practically own for personal use. Since library materials are communal resources, everyone in the University is responsible for taking care of them. To discharge this responsibility successfully and protect this vital communal investment, library users will have to be, in many cases, more careful with library materials than they might be with items in their personal library.

Careful handling of library materials does a great deal to increase their life expectancy and usefulness, and each of us can contribute to protecting the University's library collections by adopting some simple practices for handling them. In working with library materials, please observe the following preservation guidelines:

(1) Food and drink can cause both immediate and indirect damage to library materials. Spilled beverages, food particles, and greasy fingers can leave stains or unsightly garbage on materials. Food wrappers and traces of food, even food that has been properly disposed of in wastebaskets, can attract vermin such as silverfish, roaches, and mice that will happily feed on paper, book glues, etc. after they have finished with the food remnants.

  (a) Do not eat while working with library materials.

  (b) Wash your hands before handling library materials.

(c) Eat and drink in the Food for Thought area or the Student lounge, never in the stacks or public reading areas.

(d) If you see people eating in the Library, explain our concern to them and ask them to snack in the Food for Thought area or outside the building.

(2) Dust accumulated on library materials can act as a sponge for moisture and become a breeding ground for mold that will attack paper. Keep library materials dust free.

(3) Books are relatively fragile; they survive longer if they are gently handled and are not called upon to sustain repeated shocks.

(a) Do not stack books in large piles that are likely to fall over. Uneven pressure caused by different sized books stacked together can also warp bindings.

(b) Hold a book firmly with the weight supported to prevent it from falling. A fall can break the spine or the casing of a book and can cause tears or creasing in the pages.

(c) Store books flat or upright on the foot of the spine. Do not place books flat on top of other books shelved upright. That causes warping of the covers of the book on top and warping of the edges of those on the bottom.

(d) Books on a shelf should be firmly supported in their full upright position by a well-placed bookend. They should not lean which puts unequal pressure on the spine and breaks the case. The bookend should not be too tight because that can also cause edge-warping in larger volumes. Do not force books onto an already crowded shelf. This can cause the line of books to buckle. Some volumes may be warped by uneven pressure or the books can fall off the shelf.

(e) If a book is too tall for the shelf, lower the shelf or shelve the book on its spine, not its fore-edge. Shelving a book on its fore-edge bends the edge and warps the cover. Check with your supervisor -- the book could be a candidate for the Oversized Collection. If a book on the shelf is on its spine, make sure the bookend is in place firmly enough to keep the volume closed. If the oversize volume opens, pages can slip down inside, become creased, and eventually break.

(f) When taking a book off the shelf, especially if the book is tightly wedged, do not grab the head of the spine. Rather, loosen the books on the shelf or push the volumes on either side back slightly, put your hand around the midpoint of the book's spine, and apply pressure to the covers while drawing the book off the shelf.

(g) When reading a book, especially if it is new, open it gently; do not bend back the covers; do not leave a book open "face down" on a table, or place another book or object on top of an open book. Use a single piece of paper as a bookmark. Never use anything thicker that a single piece of paper as a bookmark, which can break the case of the volume.

(h) Turn pages gently to decrease danger of tearing them, and never crease or "dog-ear" a page to mark your place. This causes the paper to break after a time.

(i) Photocopy pages rather than ripping them out of the book. Place the book on the copier gently and watch for metal rims, buttons or other irregular surfaces on the copier that can tear pages. Do not apply pressure to library materials, especially to book spines, when photocopying.

(j) Do not use rubber bands, post-it notes, pressure-sensitive tapes, or paper clips on library materials because these can mutilate pages.

(4) Never write in or otherwise mark library materials. When taking notes, use pencil so if you accidentally mark the book or journal, you can erase the mark.

(5) Do not let library materials get wet. This will allow mold or mildew to start; it will also cause warping. Coated papers will stick together making it impossible to open stuck pages.

(6) Do not expose library materials to high heat or store them in direct sunlight. Heat and ultraviolet light cause chemical damage to the materials from which books are constructed.

(7) If you discover damaged material, call it to the attention of your supervisor. This would include mold or mildew (not to be confused with "foxing," small rust-like spots that appear on old paper), damaged bindings (torn spines, warped or loose cases), and damaged pages (missing, torn or loose pages; pages stuck together; folded or creased pages).

XI. Library Procedures

A. Hours of Business

The MSU Libraries work very diligently to inform the public of its hours of business. Flyers are created and distributed, announcements are placed in the MSU Memo and The Reflector, signs are posted at the Library entrances and throughout the building, a telephone recording (325-8760) of all hours is maintained and the Library's web page (http://nt.library.msstate.edu/) continuously show the most current hours of business. As a general guide, the Mitchell Memorial Library hours are:

Fall and Spring Semester Hours

Monday - Thursday	***7:30 a.m. - 2:00 a.m.***
Friday	***7:30 a.m. - 8:00 p.m.***
Saturday	***9:00 a.m. - 8:00 p.m.***
Sunday	***1:00 p.m. - 2:00 a.m.***

Summer Hours

Monday - Thursday	***7:30 a.m. - 10:00 p.m.***
Friday	***7:30 a.m. - 6:00 p.m.***
Saturday	***10:00 a.m. - 2:00 p.m.***
Sunday	***2:00 p.m. - 10:00 p.m.***

Intersessions, Christmas and Spring Break Hours

Monday - Friday	***7:30 a.m. - 5:00 p.m.***
Saturday - Sunday	***Closed***

(1) Reference Librarian Available

The Reference Department is open every hour that the building is open but the Reference Librarians are only available for consultation during the following hours. Patrons should be informed to adjust their schedules should they require specific assistance from the professional staff.

	Fall & Spring	*Summer*
Mon. - Tues.	*7:30 a.m. - 10:00 p.m.*	*7:30 a.m. - 8:00 p.m.*
Wed. - Thurs.	*7:30 a.m. - 9:00 p.m.*	*7:30 a.m. - 8:00 p.m.*
Friday	*7:30 a.m. - 5:00 p.m.*	*7:30 a.m. - 5:00 p.m.*
Saturday	*Not available.*	*Not available.*
Sunday	*1:00 p.m. - 9:00 p.m.*	*2:00 p.m. - 6:00 p.m.*

(2) Interlibrary Loan / Document Delivery Services

The Interlibrary Loan / Document Delivery Services Department is open for business as shown below. All transactions should be directed to their staff during these hours.

IDS Hours -- All Semesters	
Monday - Friday	*8:00 a.m. - 5:00 p.m.*
Saturday - Sunday	*Closed*

(3) Special Collections

The Special Collections Department is open for business during the following schedule. Due to the very special nature of their collections, one or more library faculty or staff are on duty during all hours of operation.

Special Collections Hours -- All Semesters	
Monday - Friday	*7:30 a.m. - 6:00 p.m.*
Saturday	*10:00 a.m. - 1:00 p.m.*
Sunday	*Closed.*
Holidays (incl. Sats.)	*Closed.*

(4) Technical Services

The Technical Services Area operates on a weekday schedule as shown below. Should patrons have questions or inquiries that need to be directed to this area during other hours, be sure to take their name and telephone number, the name of the person to whom the question should be directed and the subject matter (if possible). The alternative would be to give the patron the telephone number of the Technical Services supervisor(s) so that they could personally call and leave a voice mail message.

Technical Services Hours – All Semesters

Monday - Friday	***7:30 a.m. - 5:00 p.m.***
Saturday - Sunday	***Closed***

(5) Computer Commons

The Computer Commons area has its own separate entrance/exit and can therefore maintain a opening/closing schedule that differs from the rest of the building. Shown below is the schedule during the fall and spring semesters. It is subject to change during the summer, intersessions, Christmas and Spring Breaks and exam week.

	Fall & Spring	***Summer***
Mon. - Thurs.	***7:30 a.m. - 2:00 a.m.***	***7:30 a.m. - 2:00 a.m.***
Friday	***7:30 a.m. - 12:00 a.m.***	***7:30 a.m. - 12:00 a.m.***
Saturday	***9:00 a.m. - 8:00 p.m.***	***10:00 a.m. - 6:00 p.m.***
Sunday	***1:00 p.m. - 2:00 a.m.***	***2:00 p.m. - 2:00 a.m.***

(6) Branch Libraries

The branch libraries adjust their basic hours of operation taking into consideration the hours of the main library, their specific clientele, and their available staff. Listed below are the fall and spring semester hours for the Architecture Library and the College of Veterinary Medicine Library. These hours are subject to change during the summer, intersessions, Christmas and Spring Breaks and exam week.

Architecture Branch Library

	Fall & Spring	*Summer*
Mon. - Tues.	***8:00 a.m. - 10:00 p.m.***	***8:00 a.m. - 5:00 p.m.***
Wednesday	***8:00 a.m. - 10:00 p.m.***	***8:00 a.m. - 8:00 p.m.***
Thursday	***8:00 a.m. - 10:00 p.m.***	***8:00 a.m. - 5:00 p.m.***
Friday	***8:00 a.m. - 5:00 p.m.***	***8:00 a.m. - 5:00 p.m.***
Saturday	***1:00 p.m. - 5:00 p.m.***	***Closed.***
Sunday	***2:00 p.m. - 10:00 p.m.***	***2:00 p.m. - 6:00 p.m.***

Vet. Med. Branch Library

	Fall & Spring	*Summer*
Mon. - Thurs.	***7:45 a.m. - 11:00 p.m.***	***7:45 a.m. - 11:00 p.m.***
Friday	***7:45 a.m. - 5:00 p.m.***	***7:45 a.m. - 5:00 p.m.***
Saturday	***10:00 a.m. - 6:00 p.m.***	***10:00 a.m. - 6:00 p.m.***
Sunday	***2:00 p.m. - 11:00 p.m.***	***2:00 p.m. - 11:00 p.m.***

(7) Exam Week

During the week of final exams, all of the libraries lengthen their hours of operation. The schedules vary and patrons should watch for announcements, postings, signs, etc. stating the specific schedule. The telephone recording of hours (325-8760) will also list the lengthened hours.

(8) Holiday Hours

Holiday hours of operation vary depending on whether the holiday falls on the weekend or in the middle of a workweek. Patrons should watch for announcements, postings, signs, etc. stating the specific schedule. The telephone recording of hours (325-8760) and the Library's web page (http://nt.library.msstate.edu/) will also list the holiday schedule.

B. Opening and Closing the Library

The ultimate responsibility for opening and closing the Mitchell Memorial Library building is entrusted to the Circulation staff but each individual department should take the major responsibility for opening and closing their areas.

(1) Opening Your Department

(a) Be prompt! All areas should be open and ready for business *as quickly as possible*. Tell the Circulation Staff that you are the student worker for your department and they will give you the keys to open the area.

(b) Unlock and open doors to the Area AND 'key' on the lights.

(c) Return keys to Circulation before completing the opening procedures.

(d) If your department has a photocopy machine, check it to be sure it has been turned on.

(e) Turn on computers, printers and any other equipment pertinent to your department such as microform reader/printers. This function may be different for each department -- some use surge protectors as the on/off switch while others turn machine on/off at the unit.

(f) Check all equipment to assure they are working properly and add paper, toner, etc., if needed.

"Opening" Student's Additional Responsibilities

The first student working each day should carry out these additional morning responsibilities:

(g) Re-shelve all materials that are lying out on any tables, cabinets or desks.

(h) Push all chairs up to tables.

(i) Check all table tops for cleanliness. Clean with Windex if needed.

(j) Toss any trash lying on tables or floors.

(k) Consult your supervisor for additional responsibilities specific to your department.

(2) Closing Your Department

(a) Thirty (30) minutes before closing, Circulation will announce over the P-A system that the Library will soon be closing. Go to Circulation and ask for the keys to your Area and "sign" for them.

(b) Twenty (20) minutes before closing, start turning off the equipment and checking the following:

[1] If patrons are using machines, caution them that they only have five more minutes to complete their task(s).

[2] Turn off all computers and other equipment.

[3] Check the photocopier. Turn it off at the GREEN button.

[4] Make sure all fans, etc. are turned off.

[5] Turn lights off, close and lock any workrooms no longer in use.

(c) Fifteen (15) minutes before closing, Circulation will make its final announcement over the P-A system asking patrons to exit the building.

At this time, make sure all patrons are out of your Area, lock doors, and key off the lights. If patrons refuse to leave, ask the staff at Circulation for assistance in clearing your Area.

Return keys to Circulation and sign out. This tells Circulation that there is no one left in your Area and you have left the building.

(3) Week Nights and Weekend Responsibilities

Most departments have a smaller number of staff working after 5:00 p.m. and on weekends and therefore close and/or lock non-essential doors in order to maintain better security in your area. Check with your supervisor to see if there are other procedures that you need to know about.

(4) Safety -- Security -- Bully Patrol

If you are scheduled to work late at night, please feel free to call **Bully Patrol** (325-2121) and ask for a ride or an escort back to your dorm room or to your car in the parking lot. Although the MSU campus is a fairly safe campus, there have been random attacks on late-night pedestrians and taking precautions is best.

C. Circulation Policies

(1) Book Loan Periods

The following chart shows what the check-out period is for books, juvenile books and music scores by a particular type of patron. Each loan has two renewals if less than twenty-eight (28) days overdue. Renewals may be made by calling 325-7668.

Undergraduates	28 days
Graduates	56 days
Faculty	120 days
Staff	28 days
Courtesy Card Holders	14 days

(2) Journal Loan Periods

Bound journals circulate for one (1) day to graduate students, staff, and faculty. There is a five (5) journal check-out limit on journals and they may not be renewed.

(3) Media Loan Periods

All media items (video cassettes, audio cassettes, CD-ROMs, etc.) circulate for two (2) days to all MSU students and staff. MSU faculty may check these items out for seven (7) days. No more than five of any one *type* of media can be checked out an any time.

(4) Government Documents Loan Periods

Maps and documents can be checked out through the Circulation Department. CD-ROMs can also be checked out but are done so through the Instructional Media Center. Loan periods conform to those for regular circulating books.

Government Documents materials that DO NOT circulate are Gov. Docs. Reference materials, Census materials, Serial Set volumes, the Congressional Record, and microfiche documents.

(5) Reference

Reference materials circulate only to graduate students, faculty and staff and require the authorization of a Reference Librarian who will establish an appropriate loan period (usually one day).

(6) Microforms, Special Collections, University Archives, Current Journals

Library materials from these areas do not circulate and must stay in their respective areas to be used.

(7) Renewals

The Circulation Department will renew MSU books over the telephone for all borrowers by calling 325-7668 with the following exceptions:

(1) books loaned from MUW
(2) books that are more than 28 days overdue
(3) books that have already been renewed twice
(4) books borrowed by patrons owing the Library $10.00 or more in assessed fines or other fees

(8) Fines

Undergraduate and graduate students and courtesy card borrowers are fined $10.00 per book when the book is more than twenty-eight (28) days overdue. Graduate students are fined $1.00 per day for every day a journal is overdue (no grace period) and $1.00 per day for every day audio-visual materials are overdue (three day grace period).

ALL borrowers with materials overdue by more than twenty-eight (28) days will be blocked from further loans and Interlibrary Loan services until overdue materials are returned.

(9) Lost Materials

All patrons who have lost the materials they had checked out must resolve the matter with a Circulation Department staff member.

Lost books must be paid for at current market price, plus a $7.50 per book processing fee, and all accumulated fines. If a book is found after it has been paid for, the patron may be reimbursed for the price of the book but not the fines or processing fees. If the book had already been reordered and received by the Library, or it has been ninety (90) days since the patron has paid for the book, no refund will be given.

(10) Damaged Materials

All patrons who have damaged the materials they had checked out must resolve the matter with a Circulation Department staff member.

Generally the patron will be charged a $6.50 repair fee if only the cover of the book is damaged. If the pages are damaged in any way (i.e. water damage, torn or mutilated), then the patron will be charged the full price of replacing the book.

(11) Library Reciprocal Borrowing Agreement

The opportunity to obtain a patron's card for use in other university libraries is the outcome of a 1997 arrangement for reciprocal patron borrowing among the libraries of the Mississippi Institutions of Higher Learning. This agreement of Alcorn State University, Delta State University, Mississippi University for Women, Mississippi Valley State University, the University of Mississippi and the University of Southern Mississippi states that any patron "in good standing" may apply for a borrowing card at his or her home library. The card allows the patron to check our materials from other participating libraries, in accordance with the libraries' borrowing policies. Complete information on this particular service is distributed at the MSU Libraries circulation desks in Mitchell Memorial Library and the Architecture and Veterinary Medicine Branch Libraries.

D. Copy Machines

Office copy machines and departmental copy cards are available for Library copying only and are not to be used for any personal copying.

(1) Photocopiers

Photocopiers are provided throughout the building for patrons to use when copying information from books, journals, maps, etc. These machines make one-sided, black-and-white copies only (no duplex copies except for one copier in Reference), lighter or darker copies, and reduce or enlarge the original image's size. Both regular and legal-size copies are possible for seven (7) cents each if using MoneyMate or for ten (10) cents if using coin.

MoneyMate photocopy machines are located as follows:
-- 5 copiers on First Floor = 1 in Reading Room + 4 in Copy Center
-- 5 copiers on Second Floor = 2 in Reference + 2 in Current Journals
+ 1 in Government Documents/Microforms
-- 1 copier on Third Floor = Reading Room

Coin-Operated photocopy machines are located as follows:
-- 1 copier on First Floor = Reading Room
-- 1 copier on Second Floor = Current Journals
-- 1 copier on Second Floor = next to Circulation

(2) Copy Center

These photocopiers are maintained and serviced by the MSU Printing Department and **not** by the Library. Departmental copy cards are not accepted on these copiers but **are** accepted on all other MoneyMate copiers in the Library. If there are any problems (i.e. paper jams, toner, breakdowns) with these photocopiers, the MSU Printing Department can be reached at 325-2251.

(3) Photocopier at Circulation

This photocopier is to be used for making copies for Library business. If you want to make personal copies, you may do so on this copier and pay the Circulation staff five-cents instead of the seven or ten-cents per copy as charged to patrons on other copiers.

This photocopier requires a four-digit access code in order to make copies. You may obtain this code from your supervisor to make business copies or from Circulation to make personal copies.

(4) Photocopier in Dean's Suite

This copier should not be used unless absolutely necessary and only with permission from the Dean's Administrative Assistant or Secretary.

(5) Microform Reader/Printers

There are several microform reader/printers which will copy images from microfilm and microfiche in the Government Documents/ Microforms Area and in Special Collections.

In Government Documents/Microforms Area, there are five Canon Reader/Printers connected to MoneyMate which allow patrons to make laser copies on regular-sized paper for nine (9) cents per page.

The three (3) Minolta Reader/Printers have coin boxes and allow patrons to make copies on regular, legal or 8.5" x 14" size paper. These machines take dimes or nickels only and copies cost ten (10) cents. All of these machines reduce and enlarge the images.

In Special Collections, there are two reader/printers available for making microcopies of their materials only. Their materials cannot be taken out of their area nor can outside materials be brought in for use on these machines. Payment for microcopies is ten (10) cents made to the staff at the Special Collections Reference Desk.

(6) FAX Machines

There are no FAX machines available for public or personal use. Two machines are located in Document Delivery/Interlibrary Loan Services and one in the Dean's Suite and are for business use only.

E. MoneyMate

The purchasing of campus goods and services is made safe and convenient through the use of the MoneyMate prepaid spending account. Rather than paying cash, using a credit card, or writing a check for photocopies, book fines, etc., your university ID card provides for payment through your MoneyMate account.

(1) Student ID

MSU students can establish a MoneyMate account or add funds to their existing account by presenting their student ID at the Circulation counter. There is no minimum or maximum amount that can be added to the account but no funds can be taken off unless the student is making payment for copies, fines, etc.

(2) Purchased Debit Copy Card

MSU Library patrons who are not affiliated with the University may purchase a debit card for a fifty ($0.50) cent fee. There is no maximum amount that can be added to the account but the MoneyMate scanners will deduct amounts only down to thirty (0.30) cents and not to zero. No funds can be taken off unless the patron is making payment for copies, fines, etc.

F. Office / Department / Ready Reference Desk Computers

(1) General Rules

The following activities are unacceptable behavior and will result in immediate disciplinary action.

(1) **REFORMATTING SCREENS** -- The System's Coordinator (in consultation with your supervisor) has created the screen menus and placed the icons in specific places. Do not attempt to re-arrange, add or delete items from the screens' format.

(2) **CHANGING COLORS** -- The Library faculty/staff in your department have set the colors to their preferences and you are not to change the colors for any document, any day, *any reason*.

(3) **USING PERSONAL DISKETTES** -- Do not use personal diskettes in any of the computer systems at this Library. Should the diskette carry a virus, it could penetrate the entire Library's network and cause multiple problems.

(4) **DOWNLOADING OR USING AMERICA ONLINE** -- Although this falls under the previous rule, special mention is being made of America Online Diskettes because several students have tried to load them onto computers. DO NOT load personal diskettes onto any Library computers.

(5) **DOWNLOADING OR PLAYING GAMES** -- When on the clock, student workers should be working and not playing games. Do not load games onto the computers. Do not surf the Web looking for games that can be played.

(6) **READING OR WRITING E-MAIL** -- Reading your e-mail while at work is not permitted. This is personal business and should be done on your own time from computers that are NOT in the Library (Only the Computer Commons allows the reading of e-mail).

(7) **DOING HOMEWORK** -- Typing term papers or doing any kind of homework using the Library's computers is not permitted nor should it be done when on duty. The only place and time this is allowed is when you are OFF DUTY and in the Computer Commons.

(2) Computers - How to Use

Consult your supervisor on the proper method for turning on/off all computers in your department. Some departments prefer that they be turned on/off using surge protectors while other departments turn on/off each individual component of the computer (i.e. monitor and unit). Also some computers are to be on at all times while others are never turned on unless needed.

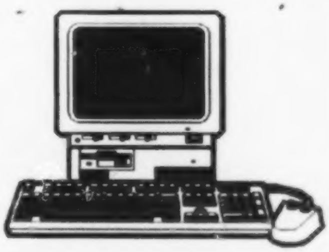
Be sure to keep the computer set at its original menu so that the Screen Saver Program will engage. This will prevent images from burning onto the monitor. Also learn to properly reboot computers that have sat idle for long periods of time. This will ensure that you, or the next patron that uses the computer, will be starting a *new* search and not picking up where the last person stopped.

Corrupt Swap-File Warning: This message will occasionally pop up on a blue screen on many of the computers in the MSU Library. Be aware of this message and know to clear the screen, just press the return (or enter) key.

(3) Computer Problems -- Who to Notify

The first person you should notify when there are problems with the computers is your supervisor. At night or on weekends when your supervisor is not on duty, notify the faculty or staff person on duty in Reference or Circulation. The following Systems Personnel should be notified *only if it is absolutely necessary:*

Work No.	Home No.	
325-0300	324-4641	Rob Thornton
325-7681	324-7405	Anita Winger
325-8542	323-1097	Stephen Cunetto



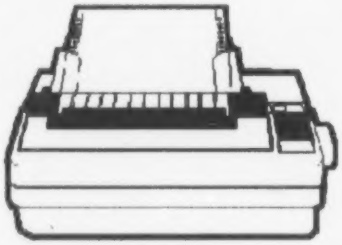
(4) Printers - How to Use

Consult your supervisor on the proper method for using each printer located in your department. Most departments have a *User's Manual* that can be consulted. Know the proper way to add/load paper or change paper trays for various size copies. Know how to replace print ribbons/cartridges or load toner. Also be aware of the proper way to clear paper jams.

(5) Printer Problems -- Who to Notify

The first person you should notify when there are problems with the computers is your supervisor. At night or on weekends when your supervisor is not on duty, notify the faculty or staff person on duty in Reference or Circulation. The following Systems Personnel should be notified *only if it is absolutely necessary*:

Work No.	Home No.	
325-0300	324-4641	Rob Thornton
325-7681	324-7405	Anita Winger
325-8542	323-1097	Stephen Cunetto



G. Statistics

Statistics are kept for a two-week period once each semester to determine a sampling of patron usage and to gather needed information to complete various reports. All public service areas have a statistics form for recording the same basic information (some are slightly different) and all Library employees must participate in recording these statistics in order to obtain the most accurate information. Your supervisor will inform you when the two-week period begins and will instruct you on exactly how to record the data. Other statistics will be kept as the needed arises and as directed by your supervisor.

H. Entering / Exiting Building

With the great number of people using the various resources of the library, the following measures are essential to guarantee security:

(1) The main entrances (located on second floor facing the drill field and on the first floor facing Hardy Road) are the only authorized ways to enter and exit the building. Use of exits anywhere else is prohibited except by special permission.

(2) When only the Computer Commons is open, entering and exiting the building can only be done through the one door to the right of the main entrance which faces the drill field.

I. Keys

No student employee will be issued their own set of keys. Keys for specific rooms and areas will be made available when necessary.

Students responsible for opening and/or closing their areas can go to Circulation and sign for the proper keys to complete this task. Each department has been assigned a key for the Student Break Room and students may sign in and out to use their department's key.

Certain rooms and facilities have restricted access such as the ELI and Giles Computer Classrooms. If you need access to these areas, make arrangements with your supervisor.

J. Supply Requests / Procedure

Requests for supplies (i.e., pens, paper, tape) should be made to your immediate supervisor. Most departments keep a very small amount of supplies in their offices or workrooms. Should you notice that your department is out of a particular item, inform your supervisor immediately so a replacement order can be placed. Supplies are to be used at work. *If you accidentally take them home, please remember to return them to your work area.*

K. Recycling

The Mitchell Memorial Library participates in the University's recycling program and contributes a major portion of paper to be recycled. Recycling bags are located throughout the building, usually near photocopiers. The following chart shows what may and may not be placed in the recycling bags.

YES	OK	NO
Copy Paper	Staples	Notebook Paper
Computer Paper	Paper Clips	Colored Paper
Cellulose Window Envelopes	Water Soluble Glue	Plastic Window Envelopes
Newspapers In their own separate bags	MSU Recycling 325-1874	Tape
		Carbon Paper

L. Lost and Found

Personal items found in the Mitchell Memorial Library are kept in the Circulation Department. At least once each semester, all such unclaimed items are sent to the Lost and Found Department in the Colvard Student Union.

If you find someone's car keys, ID, or any other personal materials, keep them at your service desk for a short period of time. People usually realize very quickly that they have lost something and return to the area where they were working to retrieve it. Inform coworkers in your area and also at Circulation about the item and if it has not been retrieved after an hour or two, then take the item to Circulation for safe keeping.

M. Electronic Security System

(1) Responding to Questions

The specific operating details of the electronic security system should not be discussed with patrons. Listed below are some suggested phrases to answer the most frequently asked questions.

(a) I am sorry to be so uninformative, but a security system is less valuable if all its details are known.

(b) The system is aimed at reducing book losses due to carelessness.

(c) The detection process is completely harmless. It doesn't involve x-rays, radar, microwaves, or radioactivity.

(d) It is electronic.

(2) Responding to Security Alarms

When an alarm sounds, remain calm, confident, and friendly. If library material is discovered, try to put the patron at ease while properly charging out the material. **(NOTE: Audio and video tapes should only be sensitized/desensitized using the scanners located in the Instructional Media Center to avoid erasing the recorded material.)** Do not accuse by word, tone of voice, or facial expression; instead, converse with the patron in a friendly, objective manner. Infrequently there may be accidental system alarms when no library material is present. These cannot be immediately distinguished from alarms associated with theft. Always respond in a positive manner, but be persistent to discover the cause of the alarm.

Remember that the system is here to keep library materials in the building for authorized borrowing; it is not intended to brand people as thieves or to discourage them from using the library. The following phrases may serve as guidelines when you deal with patrons. It is better, of course, to use words that come most naturally to you.

(a) Did I overlook one of your books when I was checking them out?

(b) Did one of you forget to check out a book?

(c) Will you walk through the system again, please, to see if it gives another alarm?

(d) Do you have any books from another library or purchased from the bookstore with you?

(e) This alarm is supposed to sound whenever books are taken from the Library without being properly checked out. Did you accidentally pick up a book or magazine with your personal belongings?

If the patron maintains that he/she does not have library materials and you have exhausted all possibilities in searching, **accept his/her story.** Try to assure the patron by explaining that although at times it may be an inconvenience, the system is necessary to help prevent loss of materials. However, if you have reason to believe that the patron is concealing library materials and is attempting to steal, obtain a complete physical description of the patron and CALL THE CAMPUS POLICE (# 2121). You have the right to detain a person but not to do a body search. Do not chase patrons out of the doors; inform the security officers of the patron's appearance and the direction taken on campus. *This library will prosecute book thieves.*

N. Patrons With Disabilities Policy

The MSU Libraries adhere to the following policy regarding persons with disabilities:

(1) Any patron with a disability who is seeking assistance should ask for assistance at any of the service desks.

(2) Assistance on how to use any electronic databases/indexes or other reference tools for library assignments will be given by the staff person on duty upon request by a person with a disability. An appointment will be made for a later time if this assistance will take the staff person away from the desk for any length of time. Whenever possible, a reference librarian will work with the person and/or reader to instruct on library research skills. Given this instruction, the researcher and his/her reader will be able to carry out the actual research independently.

(3) Public service staff/student assistants will retrieve material from their respective collections for the person with a disability **after** the person or his/her reader has identified the material.

(4) Circulation staff/student assistants will retrieve materials from the stack areas for a person with a disability after the person or his/her reader has identified the material. Retrieval of materials will be provided as soon as possible.

(5) Circulation staff/student assistants will photocopy material for the person with a disability at the current copying cost. Copying of materials will be provided as soon as possible.

O. Intellectual Freedom Policy and Right to Privacy Statement

It is imperative for ethical, moral and legal reasons that we protect the privacy of all persons using library materials. Each person has the right to check out and use library materials without the fear of harassment, pressure, or intimidation by someone else who needs the material or disapproves of it.

Librarians must protect each user's right to privacy with respect to information sought or received, and materials consulted, borrowed, or acquired. Therefore, the following information is not to be revealed to anyone other than MSU librarians or library staff. It is not to be revealed to patrons, faculty, administrators, other students, police, credit bureaus, boyfriends, girlfriends, parents, etc.:

(1) Patron names, addresses or telephone numbers.

(2) Employee home addresses or telephone numbers.

(3) Student employee's work and/or class schedules.

(4) The name of the person who has an item checked out whether the person is a student or an employee.

(5) What items a person has checked out may be revealed only to the person himself.

(6) A person's debts may be revealed only to the person himself. If a question is received by the Business or Registrar's Office, refer the inquiry to a library staff member.

(7) How the security system works.

Anyone seeking such information in spite of the Library's policy, will be referred to the Dean of Libraries, the University Administration, and ultimately, to the University's legal council, if necessary.

REFER ANY QUESTIONS ABOUT THIS POLICY TO A LIBRARY STAFF MEMBER.

As an employee of the Mississippi State University Libraries, I understand my obligation to support the above stated policies. I further understand that violation of these policies will result in immediate dismissal.

P. Emergency Procedures

These Emergency Procedures will be revised at a future date. Please note that some locations and instructions may be incorrect.

Mississippi State University
Mitchell Memorial Library

Emergency Procedures
1998

Mississippi State University

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Revised May 28, 1997 I:\building\emerg97.wpd sjt/gb

Mississippi State University
Mitchell Memorial Library

Procedures for Emergencies

Library Security Patrol will be on duty in the Library on a scheduled basis.

I. Assault/Battery, Rape or Harassment of Patron/Staff

A. Between 8:00 a.m. and 5:00 p.m., Monday through Friday:

1. Call 911 quickly and fully explain the problem.
2. Call Dean's Office (325-3061). If no answer, call Circulation staff (325-7668) and they will notify the Dean or, if not available, one of the Coordinators (see page 12).

B. Between 5:00 p.m. and Midnight or on Saturday and Sunday:

1. Call 911 quickly, then call Circulation staff (325-7668) who will notify the Dean (323-2899) or, if not available, one of the Coordinators (see page 12).

C. Correct response by staff to victim of rape/attempted rape

1. Take victim to Administrative offices (or quiet place) while waiting for response from calls.
2. Show concern. Keep individual as calm as possible.
3. If no female staff is present, get female student assistant to stay with victim until police/ambulance arrives.
4. BE SURE NOT TO DISTURB EVIDENCE, either at the scene or on the person. Do not allow victim to wash hands, etc. until police arrive. Post someone to watch scene until police arrive.

II. Bomb Threat

A. Between 8:00 a.m. and 5:00 p.m., Monday through Friday:

1. Call 911 quickly and fully explain the problem.

2. Call Dean's Office (325-3061). If no answer call Circulation staff (325-7668) who will notify the Dean or, if not available, one of the Coordinators (see p. 12).

3. **Dean's Office will notify all departments in Library. If no answer, Circulation will notify all departments after PA announcement is made.**

4. **Circulation will make announcement on PA system to evacuate building.**

    a. Each department will see that all patrons and staff are out of the building by checking their areas. **Each department should have a designated place for staff to gather for a head count of library personnel working at that time. This includes student employees**.

    b. Areas checked by each department between 7:30 a.m. - 5:00 p.m.:

        1) Administrative staff (325-3061): Check Circulating collection area A-N, group studies and restrooms in elevator lobby.

        2) Circulation (325-7668): Check 1st floor auditorium (use master key and go down back stair to back door), computer room and restrooms; and 4th floor, faculty/graduate area with restrooms.

        3) Current Journals (325-3819): Check both rooms in area including copy center.

        4) Computer Commons (325-8119): Check area including rest rooms.

        5) Government Document/Microforms (325-7660 or325-0008): Check room.

6) ILL/IDS (325-7678): Check restrooms in elevator lobby.

7) Instructional Material Center (325-7669): Check bound Journals, group studies, electronic classrooms, Banner rooms and far restroom in south wing, IHL center, and restrooms behind elevator.

8) Reference (325-7667): Check Reference room, group studies and restrooms in area.

9) Special Collections (325-7723): Check Circulating collection area P-S, group studies, both sets of restrooms and Grisham room.

10) Stack Maintenance (325-7675): Check 4th floor, including stack area T-Z with restrooms, and 5th floor and restrooms.

11) Technical Services (325-7665 or 325-7673): Check area, hall ways, copy center and lobby restrooms.

c. Procedure for **wheelchair patrons** on third, fourth and fifth floors: In all situations, assist wheelchair patrons in use of elevator to leave the building as quickly as possible.

B. Between 5:00 p.m. and Midnight or Saturday & Sunday:

1. Call 911 quickly. Call Circulation Staff on duty (325-7668) who will notify the Dean (323-2899) or, if not available, one of the coordinators.

Circulation will make announcement on PA system to evacuate building. Circulation will then call all departments - see b.

a. Each department will see that all patrons and staff are out of the building by checking their areas. If department is responsible for checking more than one area, send one staff member to each area. These individuals should meet in a designated place.

Each department should have a designated place for staff to gather for a head count of library personnel working at that time. This includes student employees.

b. Areas checked by each department between 5:00 p.m and Midnight:

1) Circulation (325-7668): Check 1st floor auditorium (use master key and go down back stair to back door), computer room and restrooms in hallway; and also 4th floor, faculty/graduate (need swipe card) area with restroom and stack areas T-Z with restrooms.

2) Current Journals (325-3819): Check both rooms in area including copy center and 3rd floor circulating collection areas A-N, group studies and restrooms in elevator lobby.

3) Computer Commons (325-8119): Check area including restrooms. One staff member should go to first floor and check copy center and restrooms in elevator lobby.

4) Government Documents/Microforms (325-7660 or 325-0008): Check room, check restrooms in elevator lobby on 2nd floor, and 5th floor and restrooms.

5) Instructional Material Center (325-7669): Check bound Journals, group studies, electronic classrooms, Banner rooms and far restroom in south wing, IHL center, and restrooms behind elevator.

6) Reference (325-7667): Check Reference room, group studies and restrooms in area, check 3rd circulating collection P-S, group studies, restrooms.

c. Procedure for **wheelchair patrons** on third, fourth and fifth floors:

In this situation, have wheelchair patrons use elevator to leave the building as quickly as possible.

III. Electricity Failure

A. Between 8:00 a.m. and 5:00 p.m., Monday through Friday:

Follow flashlight procedure in dark areas. (See B.2. below)

Circulation will make announcement on PA system to inform patrons that emergency lights will be restored in _X_ minutes.

B. Between 5:00 p.m. and Midnight or Saturday and Sunday:

Circulation will make announcement on PA system to inform patrons that emergency lights will be restored in _X_ minutes.

1. Call Circulation Staff (325-7668).
    - a. Call Steam Plant (325-3469).
    - b. Call Stephen Cunetto (323-1097, 323-4746 or on his cellular phone 9-338-7895) or Anita Winger (324-7405).
2. Flashlight Procedures: Staff find flashlights and wait 5 minutes for emergency lighting to come on. Check dark areas (as designated in list) and escort patrons in those areas to lighted areas. **After electricity has been out for 30 minutes, patrons will be asked to leave the building.**
    - a. Each department will see that all patrons and staff are out of the building by checking their areas. **(See II.B.2.b.1-6)**
    - b. Procedure for **wheelchair patrons** on floors other than first or second floor with no access other than the elevator:

      In this situation, have wheelchair patrons use elevator (on emergency power) to join other patrons in main lobby.

IV. Escort Service

The Student Association provides an escort service, Bully Patrol, during the hours of 7:00 p.m.- 12 Midnight, Monday - Thursday of each week. No service is available Friday- Sunday. Campus Security provides an escort service for those hours not covered by Bully Patrol.

Patrons can call security (2121) for either escort service whenever needed. If needed at midnight, must request by 11:30 p.m.

V. Fire

The person who sights a fire should pull nearest fire alarm, then do the following: If blaze is small, attempt to extinguish it using the nearest fire extinguisher (check map). If unable to do so, continue with other duties as outlined below and then leave the building.

If alarm sounds before fire is sighted: Make sure all patrons, including wheelchair patrons, are sent to the nearest exit.

Do not allow patrons to return to building until all areas are declared safe by an authorized person such as the Fire Chief or Security. A circulation staff member should station a student outside each door to keep people from entering until building is declared safe.

A. Between 8:00 a.m. and 5:00 p.m., Monday through Friday:

1. Call 911 quickly and fully explain the problem.
2. Call Dean's Office (325-3061). If no answer call Circulation staff (325-7668) who will notify the Dean (323-2899) or, if not available, one of the Coordinators. See p.12.
3. **Dean's Office will notify all departments in Library. If not available, Circulation will notify all department after PA announcement is made.**
4. **Circulation will make announcement on PA system to evacuate building.**
    a. Each department will see that all patrons and staff are out of the building by checking their areas. **Each department should have a designated place for staff to gather for a head count of library personnel working at that time. This includes student employees.**
    b. Areas checked by each department between 7:30 a.m. - 5:00 p.m:

1) Administrative staff (325-3061): Check Circulating collection area A-N, group studies and restrooms in elevator lobby.

2) Circulation (325-7668): Check 1st floor auditorium (use master key and go down back stair to back door), computer room and restrooms; and 4th floor, faculty/graduate area with restrooms.

3) Current Journals (325-3819): Check both rooms in area including copy center.

4) Computer Commons (325-8119): Check area including rest rooms.

5) Government Document/Microforms (325-7660 or 325-0008): Check room.

6) ILL/IDS (3245-7678): Check restrooms in elevator lobby.

7) Instructional Material Center (325-7669): Check bound Journals, group studies, electronic classrooms, Banner rooms and far restroom in south wing, IHL center, and restrooms behind elevator.

8) Reference (325-7667): Check Reference room, group studies and restrooms in area.

9) Special Collections (325-7723): Check Circulating collection area P-S, group studies, both sets of restrooms and Grisham room.

10) Stack Maintenance (325-7675): Check 4th floor, including stack area T-Z with restrooms, and 5th floor and restrooms.

11) Technical Services (325-7665 or 325-7673): Check area, hall ways, copy center and lobby restrooms.

c. Procedure for **wheelchair patrons** on third, fourth and fifth floors: **In all situations**, assist wheelchair patrons in use of elevator to leave the building as quickly as possible. Fire Chief has indicated that elevators **should** be used for wheelchair patrons.

B. Between 5:00 p.m. and Midnight or Saturday and Sunday:

1. Call 911 quickly. Call Circulation Staff on duty (325-7668) who will notify the Dean (323-2899) or, if not available, one of the Coordinators.

   Circulation will make announcement on PA system to evacuate building. Circulation will then call all departments - see b.

   a. Each department will see that all patrons and staff are out of the building by checking their areas. If department is responsible for checking more than one area, send one staff member to each area. These individuals should meet in a designated place.

      Each department should have a designated place for staff to gather for a head count of library personnel working at that time. This includes student employees.

   b. Areas checked by each department between 5:00 p.m and Midnight:

      1) Circulation (325-7668): Check 1st floor auditorium (use master key and go down back stair to back door), computer room and restrooms in hallway; and also 4th floor, faculty/graduate (need swipe card) area with restroom and stack areas T-Z with restrooms.

      2) Current Journals (325-3819): Check both rooms in area including copy center and 3rd floor circulating collection areas A-N, group studies and restrooms in elevator lobby.

      3) Computer Commons (325-8119): Check area including restrooms. One staff member should go to first floor and check copy center and restrooms in elevator lobby.

      4) Government Documents/Microforms (325-7660 or 325-0008): Check room, check restrooms in elevator lobby on 2nd floor, and 5th floor and restrooms.

      5) Instructional Material Center (325-7669): Check bound Journals, group studies, electronic classrooms, Banner

rooms and far restroom in south wing, IHL center, and restrooms behind elevator.

6) Reference (325-7667): Check Reference room, group studies and restrooms in area, check 3rd circulating collection P-R, group studies, restrooms.

c. Procedure for **wheelchair patrons** on floors other than first or second floor with no access other than the elevator: In all situations, assist wheelchair patrons in use of elevator to leave the building as quickly as possible.

3. Be sure you **KNOW LOCATION OF YOUR FIRE EXTINGUISHERS** for your area. Also, become familiar with the placement of **fire alarms** in building.(See maps)

VI. Flooding

A. Between 8:00 a.m. and 5:00 p.m., Monday through Friday:

Call Dean's Office(325- 3061) and supervisor of department flooded.

B. After 5:00 p.m. and on weekends:

Call Circulation (325-7668) who will call steam plant (325-3469).

C. Call Dean Coleman (323-2899), or if not available, a Coordinator. (See p.12)

VII. Illness/Injury

A. Between 8:00 a.m. and 5:00 p.m., Monday through Friday:

Call Dean's Office (325-3061).

B. Between 5:00 p.m. and Midnight or Saturday and Sunday:

1. Call staff at Circulation (325-7668).
2. Call 911, notify Circulation who will notify Dean Coleman (323-2899), or, if not available, a Coordinator. (See p. 12)

3. Tell ambulance to park on Hardy Street.

C. Correct response by staff to victim:

1. Do not move injured person if uncertain of injuries. If person is mobile, take to private place to recover (office, lounge).

2. Show concern. Keep individual calm.

3. If seizure is suspected, do not attempt to assist and move everything out of person's path. Take person to private place to recover (office, lounge, etc.) if person is mobile.

VIII. Severe Weather (tornado or severe thunderstorms, etc.) siren sounds:

A. Between 8:00 a.m. and 5:00 p.m., Monday through Friday:

1. Call Circulation to make an immediate announcement on the PA system for **everyone to proceed immediately to the first floor hallways by auditorium or copy center**.

2. Circulation will notify the Deans Office (325-0812).

3. Dean's Office will notify all departments in Library. If not available, Circulation will notify all departments after PA announcement is made.

4. In case of tornado warning, all patrons and staff will proceed to the first floor hallways until all clear signal is sounded.

a. Areas checked by each department between 7:30 a.m. - 5:00 p.m.:

1) Administrative staff (325-3061): Check Circulating collection area A-N, group studies and restrooms in elevator lobby.

2) Circulation (325-7668): Check 1st floor auditorium (use master key and go down back stair to back door), computer room and restrooms; and 4th floor, faculty/graduate area with restrooms.

3) Current Journals (325-3819): Check both rooms in area including copy center.

4) Computer Commons (325-8119): Check area including rest rooms.

5) Government Document/Microforms (325-7660 or 325-0008): Check room.

6) ILL/IDS (325-7678): Check restrooms in elevator lobby.

7) Instructional Material Center (325-7669): Check bound Journals, group studies, electronic classrooms, Banner rooms and far restroom in south wing, IHL center, and restrooms behind elevator.

8) Reference (325-7667): Check Reference room, group studies and restrooms in area.

9) Special Collections (325-7723): Check Circulating collection area P-S, group studies, both sets of restrooms and Grisham room.

10) Stack Maintenance (325-7675): Check 4th floor, including stack area T-Z with restrooms, and 5th floor and restrooms.

11) Technical Services (325-7665 or 325-7673): Check area, hall ways, copy center and lobby restrooms.

b. Procedure for **wheelchair patrons** same as that of other patrons - proceed on elevator to first floor hallways until all clear sounds.

B. Between 5:00 p.m. and Midnight or Saturday and Sunday:

1. Call Circulation Staff on duty (325-7668) who will notify the Dean (323-2899) or, if not available, one of the Coordinators. See p. 12.

Make immediate PA announcement: **Everyone to proceed immediately to the first floor hallways by auditorium or copy center.** Circulation will then call all departments - see b.

a. Each department will see that all patrons and staff go to the hallways on first floor by checking their areas. If department is responsible for checking more than one area, send one staff member to each area. These individuals should **meet in a designated place.**

b. Areas checked by each department between 5:00 p.m and Midnight:

1) Circulation (325-7668): Check 1st floor auditorium (use master key and go down back stair to back door), computer room and restrooms in hallway; and also 4th floor, faculty/graduate (need swipe card) area with restroom and stack areas T-Z with restrooms.

2) Current Journals (325-3819): Check both rooms in area including copy center and 3rd floor circulating collection areas A-N, group studies and restrooms in elevator lobby.

3) Computer Commons (325-8119): Check area including restrooms. One staff member should go to first floor and check copy center and restrooms in elevator lobby.

4) Government Documents/Microforms (325-7660 or 325-0008): Check room, check restrooms in elevator lobby on 2nd floor, and 5th floor and restrooms.

5) Instructional Material Center (325-7669): Check bound Journals, group studies, electronic classrooms, Banner rooms and far restroom in south wing, IHL center, and restrooms behind elevator.

6) Reference (325-7667): Check Reference room, group studies and restrooms in area, check 3rd circulating collection P-S, group studies, restrooms.

c. Procedure for **wheelchair patrons** on floors other than first: In all situations, assist wheelchair patrons in use of elevator to proceed to first floor hallways.

X. **Theft** (when reported to staff or noticed by staff)

A. Between 8:00 a.m. and 5:00 p.m., Monday through Fridal:

Call Dean's Office- 3061, who will notify Security (2121)

B. Between 5:00 p.m. and Midnight or Saturday and Sunday:

1. Call staff at Circulation (325-7668) who will notify security (325-2121).

2. Send all found articles to Circulation to be placed in Lost and Found as soon as they are turned in to any other desk.

Dean and Coordinators

Name	Cell Telephone	Home Telephone	Work Telephone
Coleman, Frances, Dean	338-4476	3-2899	57661
Betts, Eula		3-7855	57666
Breland, June		4-7890	57672
Cunetto, Stephen	338-7895	3-1097 or 3-4746	58542
Turner, Susanna		3-3019	58391

Building Supervisor

Berry, Glen,	338-4342	263-5344	52029

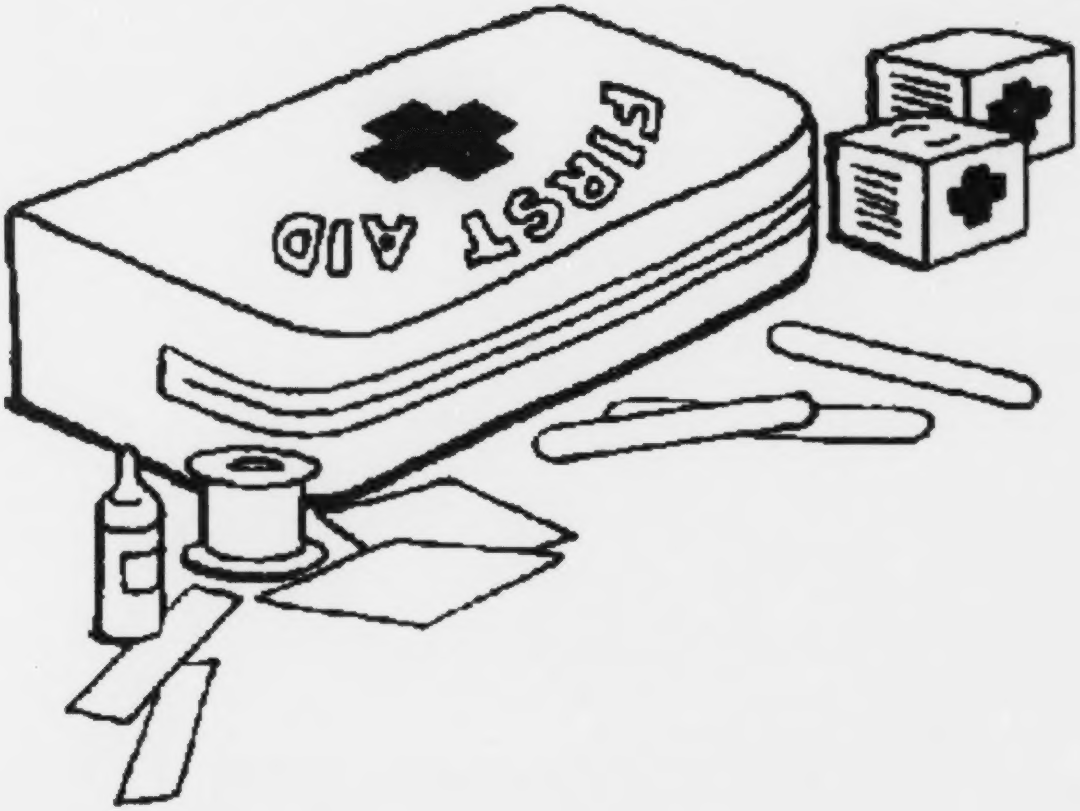
Q. Accidents on the Job

(1) Worker's Compensation

Your supervisor should make sure any accident is reported to Dean's office immediately. You will need to go to the Dean's Office to fill out the *Worker's Compensation First Report of Injury or Illness Form* within 24 hours of the accident.

(2) First Aid Kits

The Library Dean's Office and Circulation Department will always have First Aid Kits available should minor scrapes and bruises occur. Check with your supervisor for the availability of a First Aid Kit in your work area.



XII. Materials' Classification and Shelving Systems

A. Library of Congress Classification System

The majority of the collections in the MSU Libraries are arranged using the Library of Congress Classification System, a scheme which brings together materials on the same or related subjects. All knowledge is divided into 20 classes with multiple subclasses and subtopics.

The first line of the LC call number indicates the **general subject** by showing a letter or combination of letters. The second line, containing numbers, indicates a more **specific subject**, while the third line, containing a combination of letters and numbers referred to as an **author number** or **Cutter number**. Often there may be additional lines to the call number which helps to further identify a particular item by listing a volume number, date, edition, multiple copies, etc.

Each item in the Library has its own unique call number and bar code for identification and check-out purposes. All parts of the call number must be copied in order to locate the desired material. If the call number is incomplete or incorrectly recorded, the material cannot be located.

(1) LCEasy 2.0

This is a computer tutorial for learning the Library of Congress classification system. It gives a wonderful explanation as to how these numbers are created. Every student employee must complete the tutorial in order to properly shelve or file Library materials.

From any of the public service desk computers, choose "Windows" and then click on the icon that says "Library Services" and then click on the last icon that says "LCEasy 2.0"

(2) LC Outline

On the following three pages is a detailed breakdown of how subjects are classified in the Library of Congress Classification System. You do not need to commit this to memory but do need to be aware of the groupings and where they can locate this chart should the need arise.

(3) How to Read LC Call Numbers

On the page following the **LC Outline** is a one-page instruction on how to properly read LC Call Numbers. You should definitely commit to memory how to properly shelf by these numbers and should know the difference in LC Call Numbers and SuDoc Call Numbers.

Library of Congress Classification System

The Library of Congress Classification System separates all knowledge into 20 classes. Each class is identified by a letter of the alphabet, subclasses by combinations of letters, and subtopics within classes and subclasses by a numerical notation.

A General Works

AC	Collections
AE	Encyclopedias
AG	Dictionaries
AI	Indexes
AM	Museums
AN	Newspapers
AP	Periodicals
AS	Academies and societies
AY	Yearbooks, Almanacs, Directories
AZ	History of scholarship

B Philosophy, Psychology, Religion

B	Philosophy (General)
BC	Logic
BD	Speculative philosophy
BF	Psychology, Parapsychology, Occultism
BH	Aesthetics
BJ	Ethics. Social usages, Etiquette
BL	Religions, Mythology
BM	Judaism
BP	Islam, Bahaism, Theosophy, etc.
BQ	Buddhism
BR	Christianity
BS	Bible
BT	Christianity; Doctrinal theology
BV	Christianity; Practical theology
BX	Christian denominations

C Auxiliary Sciences of History

C	General
CB	History of civilization
CC	Archaeology
CD	Diplomatics, Archives, Seals
CE	Technical chronology, Calendar
CJ	Numismatics
CN	Inscriptions, Epigraphy
CR	Heraldry
CS	Genealogy
CT	Biography

D History: General and Old World

D	Collections
DA	Great Britain
DB	Austria, Hungary, Czechoslovakia
DC	France
DD	Germany
DE	Mediterranean region - Classical
DF	Greece
DG	Italy
DH	Low Countries: Belgium, Luxemburg
DJ	Netherlands (Holland)
DJK	Eastern Europe
DK	Soviet Union, Poland
DL	Northern Europe, Scandinavia
DP	Spain, Portugal
DQ	Switzerland
DR	Balkan Peninsula, Turkey
DS	Asia
DT	Africa
DU	Oceania, Australia, New Zealand
DX	Gypsies

E-F History: Western Hemisphere

E	America
F	U.S. local history. Canada. Latin America

G Geography, Anthropology, Recreation

G	General, Atlases, Maps
GA	Mathematical geography, Cartography
GB	Physical geography
GC	Oceanography
GF	Human ecology. Anthropogeography
GN	Anthropology
GR	Folklore
GT	Manners and customs
GV	Recreation, Sports, Games

Library of Congress Classification System

H Social Sciences

H	General
HA	Statistics
HB	Economics
HC	Economic history
HD	Land, Agriculture, Industry, Labor
HE	Transportation and communications
HF	Commerce
HG	Finance
HJ	Public finance
HM	Sociology
HN	Social history
HQ	Family, Marriage, Women
HS	Societies, Clubs
HT	Communities, Classes, Races
HV	Social pathology & service, Criminology
HX	Socialism, Communism

J Political Science

J	General legislative and executive papers
JA	Political science - General
JC	Political theory. The state
JF	Constitutional history - General
JK	Constitutional history - United States
JL	Constitutional history - Canada, Latin Am.
JN	Constitutional history - Europe
JQ	Const. hist.-Asia, Africa, Australia, Oceania
JS	Local government
JV	Colonies and colonization
JX	International law. International relations

K Law

K	General
KD	United Kingdom and Ireland
KDZ	America. North America, OAS
KE	Canada
KF	United States.
KG-KH	Latin America
KJ-KK	Europe

L Education

L	General
LA	History of education
LB	Theory and practice of education
LC	Special aspects of education
LD	Individual institutions - U.S.
LE	Individual institutions - Other Americas
LF	Individual institutions - Europe
LG	Ind. institutions - Asia, Africa, Oceania
LH	College publications
LJ	Student fraternities and sororities
LT	Textbooks

M Music

M	General
ML	Literature of music
MT	Music instruction

N Fine Arts

N	Visual arts (General)
NA	Architecture
NB	Sculpture
NC	Drawing, Design
ND	Painting
NE	Print media
NK	Decorative arts, Applied arts
NX	Arts in general

P Language and Literature

P	Philology and linguistics
PA	Classical languages and literature
PB	Celtic languages
PC	Romance languages
PD	German lang. Scandinavian lang.
PE	English language
PF	West Germanic lang. Dutch, German
PG	Slavic, Baltic, Armenian lang. & literature
PH	Finno-Ugrian languages and literature
PJ	Oriental languages and literatures
PK	Indo-Iranian languages and literatures
PL	East Asian languages and literatures
PM	American Indian lang. Artificial languages
PN	Literature. General literary history & colls.
PQ	Romance literatures
PR	English literature
PS	American literature
PT	Germanic literatures
PZ	Juvenile belle lettres

Library of Congress Classification System

Q Science

Q	General
QA	Mathematics
QB	Astronomy
QC	Physics
QD	Chemistry
QE	Geology
QH	Natural history, Biology
QK	Botany
QL	Zoology
QM	Human anatomy
QP	Physiology
QR	Microbiology

R Medicine

R	General
RA	Public aspects of medicine
RB	Pathology
RC	Internal medicine
RD	Surgery
RE	Opthalmology
RF	Otorhinolaryngology
RG	Gynecology and obstetrics
RJ	Pediatrics
RK	Dentistry
RL	Dermatology
RM	Therapeutics, Pharmacology
RS	Pharmacy, Malaria medica
RT	Nursing
RV	Botanic, Thomsonian, eclectic medicine
RX	Homeopathy
RZ	Other systems of medicine

S Agriculture

S	General
SB	Plant culture
SD	Forestry
SF	Animal culture
SH	Aquaculture, Fisheries, Angling
SK	Hunting

T Technology

T	General
TA	Engineering - General and civil
TC	Hydraulic engineering
TD	Environmental technology. Sanitary engr.
TE	Highway engineering
TF	Railroad engineering
TG	Bridge construction
TH	Building construction
TJ	Mechanical engineering and machinery
TK	Electrical engineering, Electronics. Nuclear engineering.
TL	Motor vehicles, Aeronautics, Astronautics
TN	Mining engineering, Metallurgy
TP	Chemical technology
TR	Photography
TS	Manufactures
TT	Handicrafts, Arts and crafts
TX	Home economics

U Military Science

U	General
UA	Armies
UB	Military administration
UC	Maintenance and transportation
UD	Infantry
UE	Cavalry, Armored cavalry
UF	Artillery
UG	Military engineering, Air forces, Air warfare
UH	Other services

V Naval Science

V	General
VA	Navies
VB	Naval administration
VC	Naval maintenance
VD	Naval seamen
VE	Marines
VF	Naval ordinance
VG	Minor services of navies
VK	Navigation, Merchant marine
VM	Naval architecture, Marine engineering

Z Bibliography: Library Science

Z	Books, Book industries, Libraries, Library Bibliographies

How to Read Library of Congress Call Numbers

Library of Congress call numbers can be confusing since they frequently contain a letter or letters followed by whole numbers, and then a letter followed by decimal numbers. In reading a call number, begin at the top line and read from left to right; then proceed to the next line reading again from left to right as if reading a book.

* * * * * * * * * * *

Starting with the letter(s) at the top left of the call number, materials are **ARRANGED ALPHABETICALLY:**

A	AC	AG	AZ	B	BC	BT

Materials having the same letter(s) on the top line are all shelved together by the number group that follows the letter(s). These numbers are **ARRANGED NUMERICALLY, not decimally:**

F	F	F	F	F	F	F
1	21	75	101	175	200	2113

When both the letter(s) and the number group that follows are the same, then the materials are shelved **ALPHABETICALLY** by the next letter:

QM	QM	QM	QM	QM	QM	QM
23	23	23	23	23	23	23
.A	.B	.C	.D	.E	.F	.G

Materials which are identical in first letter(s), in the number group that follows, and in the second letter, are then shelved by the next number group. These numbers are **ARRANGED DECIMALLY, not numerically:**

QM	QM	QM	QM	QM	QM	QM
23	23	23	23	23	23	23
.E6543	.E778	.E88	.E9	.E99	.E995	.E9999

Oftentimes a call number will have a fourth line which contains a letter and number(s). The letter in this line is **ARRANGED ALPHABETICALLY, while the number(s) is ARRANGED DECIMALLY.**

QM	QM	QM	QM	QM	QM	QM
23	23	23	23	23	23	23
.E99	.E99	.E99	.E99	.E99	.E99	.E99
A25	C6	F88	F885	F9	H92	K2

NOTE: The date of an edition frequently can be determined by its inclusion in the call number. However, the most accurate way of determining the edition date is to consult the information given in the preliminary pages of a particular volume.

B. Superintendent of Documents Classification System

The Superintendent of Documents (SuDocs) classification system is designed to group together publications by the same government author. Within an agency or department, publications are grouped according to the subordinate organization. The purpose of this system is to uniquely identify, logically relate, and physically arrange each publication so that all publications of a single agency or department may be found together.

(1) SuDoc Outline

Superintendent of Documents Classification System

A	Agriculture Department	J	Justice Department
C	Commerce Department	Ju	Judiciary
C 3.	Census Bureau (Commerce Department)	L	Labor Department
D	Defense Department	LC	Library of Congress
E	Energy Department	NAS	National Aeronautics and Space Administration
ED	Education Department	S	State Department
GA	General Accounting Office	SI	Smithsonian Institution
GS	General Services Admin.	T	Treasury Department
HE	Health and Human Services	T 22.	Internal Revenue Service (Treasury Department)
I	Interior Department	X, Y	Congress
I 19.	U.S. Geological Survey (Interior Department)	Y 4.	Congressional Committees

How to Read SuDoc Call Numbers

Superintendent of Documents (SuDoc) call numbers are sometimes confused with Library of Congress call numbers since the majority of materials are shelved using the LC system. The biggest difference in the two systems is that SuDoc numbers are ALL treated as **whole numbers** where portions of the LC call number are treated **decimally**. In reading a call number, read from left to right.

Starting with the letter(s) at the top left of the call number, materials are **ARRANGED ALPHABETICALLY:**

A	C	CC	CR	E	ED	EP

Materials having the same letter(s) on the top line are all shelved together by the number group that follows the letter(s). These numbers are **ARRANGED NUMERICALLY, not decimally:**

E	E	E	E	E	E	E
1	21	75	101	175	200	2113

Materials having the same number group are divided into one or more additional number groups separated by points (.), slashes (/), or dashes (-). The call number from beginning to the colon is called the *Class Stem*. These numbers are **ARRANGED NUMERICALLY, not decimally:**

HE	HE	HE	HE	HE	HE	HE
20.2:	20.25:	20.36:	20.302:	20:302/3:	20.302/3-4:	20.302/3-5:

What follows the colon depends on the specific series. A number or combination of numbers could indicate volumes and issue numbers, dates, or sequence.

A 1.77: 43	E 3.36: 2/996	HE 20.3037/2: 133/1	L 2.6-4: 990-91
A 1.77: 44	E 3.36: 2/997	HE 20.3037/2: 133/2	L 2.6-4: 992-93
A 1.77: 45	E 3.36: 2/998	HE 20.3037/2: 133/3	L 2.6-4: 994-95

What follows the colon could be a letter-number combination called a **cutter** which very basically symbolizes the *key word* in the title -or- the *author's last name*.

A 1.2: B 3	E 1.2: B 3	L 1.2: R 11	TD 1.2: Su 4
A 1.2: R 11	E 1.2: B 3/rev.	L 1.2: R 11/990	TD 1.2: Su 4/part.
A 1.2: Su 4	E 1.2: B 4	L 1.2: R 11/997	TD 1.2: Su 4/summ.

Note how each part of a SuDoc number has it own meaning:

C	**61.**	**34:**	**987**
Commerce Dept. (Issuing agency)	International Trade Administration (subordinate bureau)	Number designating the title	Year of Publication (1987)

C. Alphabetical

The following collections within the MSU Library are *not* shelved by either of the classification systems previously mentioned. Instead they are shelved or filed **alphabetically** by title or by main entry, which may be the name of the organization, institution, or society sponsoring the publication.

Current Journals
Bound Journals
Newspapers (by city where published)
Microform Journals
Vertical Files
Annual Reports

These alphabetizing guidelines are to serve as the general rule of thumb. Be sure to check with your supervisor for any deviations in your area to these rules.

(1) Basic alphabetizing rule

(a) **Alphabet.** Arrange all entries, both English and foreign, alphabetically according to the order of the English alphabet.

(b) **Word by word.** Arrange word by word, alphabeting letter by letter within the word. Begin with the first word on the first line, then go to the next word, etc. Apply the principle of 'nothing before something,' considering the space between words as 'nothing.'

(2) **Modified letters.** Disregard the modification of all letters. This includes umlauts and all kinds of accents and diacritical marks in foreign languages.

L'Esprit Createur -- shelved as: Lesprit Createur

(3) **Punctuation marks.** All punctuation including parentheses are generally ignored.

Title	Shelved as
Journal (American Water Works Association)	Journal American...
U.S.S.R. Computational Mathematics	USSR Computa.....

(4) **Articles.**

(a) **Initial articles.** Disregard the words "A," "AN" or "THE" when they are at the *beginning* of a title. These are initial articles to be ignored as well as all other initial articles in all languages. Start alphabetizing by the word following it.

(b) **Articles within the entry.** Every word in the entry, including articles and prepositions, is generally regarded.

The man of his time
Man of La Mancha
A man of the age
Les miserables

LIFE
Life--a bowl of rice
"Life after death"
Life! physical and spiritual

The Journal of Law and Education
Journal of the American Chemical Society

(5) **Initials.**

(a) Arrange initials standing for names of organizations as initials, not as abbreviations, i.e. not as if spelled in full.

(b) Arrange acronyms as words, unless written in all capitals with a space or period between the letters.

Aabel, Marie
AAPG Bulletin
AAUN News
The ABC about collecting
A apple pie

U.N.E.S.C.O.
Unesco
UNESCO handbooks
Unesco Fellowship

(6) **Abbreviations.** (Stack Maintenance does not use this rule.)

(a) Arrange abbreviation as if spelled in full in the language of the entry, except 'Mrs.,' which is filed as written.

(b) Arrange initials and other abbreviations for geographical names as if written in full.

Concord (Mass.)
The Concord saunterer
CONCORD (VT.)
Concord (Va.)

The great Brink's holdup
Gt. Brit. on trial
Great Britain or little England

Dr. Cristian's office
Doctor come quickly
Doktor Brents Wandlung
Dr. Mabuse der Spieler

Mr. Adam
Mistress
Mr. Entries beginning...
Mrs. Miniver

Dr. Dobb's Journal
Stack Maintenance shelves this as: Dr Dobbs Journal

(7) **Elisions, possessives, etc.** Arrange elisions, contractions, and possessives as written.

Bibliotheque d'art
Bibliotheque de la Fond
Bibliotheque de l'Usine
Bibliotheque d'historie
Boys and girls at school
The boys' book of art
Boys will be boys

East o' the sun
East of Eden
East of the sun

Whoa, Grandma!
Who'd be a doctor?
Whodunit?

L'Academie D'Agriculture de France
Shelved as: Lacademie Dagriculture de France

(8) **Signs and symbols.**

(a) Disregard signs, such as "...." or "-" at the beginning of or within titles.

(b) Arrange the ampersand (&) as 'and,' 'et,' 'und,' etc., according to the language in which it is used.

(c) Arrange signs and symbols that are ordinarily spoken as words as if they were written out.

And another thing
-and beat him
And so....accounting

Art and beauty
Art & common sense
Art and Industry

$$$ and sense	[Dollars and sense]
% of gain	[Percent of gain]
3 x 3: Stairway to the sea	[Three by three...]
$20 a week	[Twenty dollars a week]
2 x 2 = 5	[Two times tow equals five]

(9) **Numerals.**

(a) Arrange numerals as if spelled out in the language of the entry. Spell numerals and dates as they are spoken, placing 'and' before the last element in compound numbers in English, except in decimal fraction.

(b) Arrange a numeral following a given name in a titles as if spelled out in the language of the rest of the title, as spoken. In English the numeral is read as an ordinal preceded by 'the.'

(c) Arrange the names of classes of aircraft, boats, etc. in which a numeral is an integral part of the heading alphabetically as spoken.

B. F. V.
B-58 Bomber [fifty-eight]
B-17 Bomber [seventeen]
Baab, August

Europe since 1815 [eighteen fifteen]
Europe since 1500 [fifteen hundred]
Europe since Napoleon

1918, the last act [nineteen eighteen]
Nineteen eighty-four
One Hundred.
150 science steps [one hundred and fifty]
101 best games [one hundred and one]
112 Elm Street [one twelve]

(10) **Words written in different ways.**

(a) Arrange hyphened words as separate words when the parts are complete words. The hyphen is treated as a space for filing purposes.

(b) In the case of compound words written both as two separate words (or hyphened) and as a single word, interfile all entries under the one-word form.

(c) Arrange as one word, words beginning with a prefix or combining form such as anti-, bi-, co-, electro-, ex-, extra-, inter-, trans-, etc.

An epoch in life
Epoch-making papers
The epoch of reform

Panama
Pan American
Pan-American

Pan-Pacific Entomologist
    Shelved as: Pan Pacific Entomologist
Luso-Brazilian Review
    Shelved as: Luso Brazilian Review

(11) **Proper names with a prefix.** Spell as written, but file as one word. Arrange names beginning with the prefixes 'M' and 'Mc' as if written 'Mac.'

Hall & Patterson
Hall Co., Tex.
Hall-Edwards, Craig
Hall of Fame
Hall Williams, Lionel

Mach
McHenry
Machinery
MacHugh
M'Laren
MacLaren

Stack Maintenance does not use this rule. Bound Periodicals are filed exactly as spelled.

MacLean's. Shelved as: Macleans
McCall's Magazine. Shelved as: Mccalls (not as Maccalls)...

D. Numerical

Some collections in the MSU Library are filed by their own numerical sequence such as the ASI, CIS, and ERIC microfiche collections. The main thing to remember is that if the numbering system uses decimals, dashes or slashes; note how the numbers are handled **before** and **after** the decimals, etc. Note if they are treated as a separate unique number or a continuation of the preceding number(s) or decimally as in mathematics.

If there are collections in your area of employment that are filed by a numerical sequence, please check with your supervisor for specific instructions on filing or shelving those materials.

E. Reference

Reference is a collection of encyclopedias, indexes, handbooks, manuals, directories, and statistical sources. These books are classified using the LC Classification System with the call numbers preceded by **REF**. Reference materials do not circulate. Exceptions to this policy can only be made by the Reference librarians.

F. Microforms

Microforms are materials which require special machines in order to read the contents. Microforms are widely collected by libraries as space-saving and preservation alternatives to paper materials. Some portions of the Microforms Collection are filed numerically, some alphabetically and others by the LC Classification System with the call numbers preceded by **NFX** for microfilm and **NHX** for microfiche. See also section XIV.A.(6)(c).

G. Juvenile

A collection of children's and young adult books is housed on the fourth floor of the Library at the west end of the room near the picture window. This collection is primarily for the use of students enrolled in courses in children's literature, child development, and early childhood education but may be used by any library patron. These books are classified using the LC system with the call numbers preceded by **JUV**. Check out privileges for these materials are the same as any other circulating item.

H. Oversized

Books and/or other materials that will not physically fit on normally spaced shelving are designated oversized. The **Circulating Oversized Collection** is housed in the northeast room on the third floor of the Library and are arranged according to the LC classification system. The **Reference Oversized Collection** is housed on the shelving at the end of the regular Reference Collection (past the Z's) and are arranged using the LC system preceded by **REF**.

I. Theses and Dissertations

Theses and dissertations written at Mississippi State University are designated by a capital **T** or **TD** preceding the call number. This designation is to be ignored when shelving or retrieving these materials. They are interfiled with all other Library of Congress materials and not in their own separate collection.

XIII. How to Locate Materials

A. How to Locate Books

How to Locate Books in the MSU Libraries

Steps to be completed:	How to accomplish steps:
Identify the **book** by author, title, or subject	Taken from bibliographies, indexes, abstracts, class notes, etc.
Determine if the MSU Libraries has the book	Using the **Online Catalog**, search for the book's author, title, or subject
Determine the **Call Number** for that specific book	Print out the **citation** for the book which includes the call number -or- write down the complete call number, noting any *special designations*. When looking at computer screen, take the call number as listed under **Library Holdings At** location. The call number at the top of the screen may not be correct.
	If instead of a call number, the record states **See Your Librarian for Assistance**, refer to next page for assistance in determining call number.
Determine **availability** for that specific book	In the Online Catalog, on the same line that states the book's call number is a statement telling it the book is *Available* or *Checked-Out*. If the book cannot be checked out, this line will state *Non-Circulating* and should be on the shelf.
Determine the **location** of books whose call numbers begin with that letter(s)	Consult the **Location of Materials/Services** sheet (can be retrieved from any service desk)
Go to location listed and retrieve book from shelf.	
If book is not on shelf....	Double-check book's **availability** in Online Catalog
....and is supposed to be....	Go to Circulation and fill out a **Missing Book Card**. Staff will search for book and notify patron when found.
....and is checked-out....	Go to Circulation and fill out a **Book Request Card** asking to *recall* the book from the current borrower so new patron can use.

B. How to Locate the Newest Books

(1) On Order Books

There are records in Galaxy for materials that the Library has ordered but yet received. In place of the call number will appear the words **On Order**.

All service areas should send patrons to Circulation if they are interested in *on order* materials. The patron will be asked to fill out a **Book Request Card**. The Circulation staff will contact Technical Services to determine the status of the material and will then contact the patron when the material arrives and is ready for use.

(2) Order Received Books

There are records in Galaxy for materials that the Library has ordered and received but not yet processed. In place of the call number will appear the words **Order Received**.

All service areas should send patrons to Circulation if they are interested in *order received* materials. The patron will be asked to fill out a **Book Request Card**. The Circulation staff will contact Technical Services to determine the status of the material and will then contact the patron when the material arrives and is ready for use.

(3) New Books Bookshelf

Once new books are processed, they are placed on the **New Books Bookshelf** located between Reference and the main staircase in the Atrium.

The records in Galaxy for these newest materials will show their permanent floor location and call number. If a patron has searched for a book in its permanent location and cannot find it, chances are that items with very current publication dates could be found on the New Books Bookshelf.

[redacted]

C. How to Translate "See Your Librarian For Assistance" Messages

When searching the online catalog, there may be occasions when you hit upon a record that instead of giving you the call number says "See Your Librarian For Assistance." These are materials that have not yet been bar coded and linked. The following steps will help you to determine exactly where these materials are located.

(1) Choose **O**ptions and then choose View **M**ARC Display

(2) From this screen, you need to look at two fields:

090	gives you the Call Number (omit the dollar signs and small letter a and b)
049	gives you the code for the material *type* and the code for the material's *location*

The code for the material *type* are listed in section XII.E

All codes that begin with **MFM_** show MSU holdings. **MCJ_** shows holdings for the Mississippi University for Women and **SHS** (no additional letter) shows holdings for the Starkville High School. Below are the codes for the material's *location:*

OCLC Holding Codes showing Location	
MFMM	Main
MFMW	Architecture
MFMP	Periodicals
MFM4	Serials
MFM7	Internet Resources
MFM9	Government Documents
MFMS	Special Collections
MFMX	University Archives
MFMV	Veterinary Medicine
MFMR	Reference
MFMJ	Juvenile
MFMT	Theses/Dissertations

D. How to Locate Journals and Newspapers

The following chart can be used for locating periodicals, magazines, journals or newspapers.

How to Locate Journals in the MSU Libraries	
Steps to be completed:	**How to accomplish steps:**
Identify the **journal** by title	Taken from bibliographies, indexes, abstracts, class notes, etc.
Determine if the MSU Libraries subscribes to that periodical title	Using the **Online Catalog**, search for the journal title
Determine the **holdings** for that specific journal	Carefully examine **holdings** information shown on bottom half of screen. If bottom of screen states "press NEXT (CTRL n) for more information," there are additional screen(s)/listing(s). Under each location are lines summarizing the issues held. YOU MUST TYPE THE NUMBER beside each summary line to get the details of the Libraries' holdings. It the needed issue is included, print out the **citation** for journal which includes the holdings statement -or- make note of the *volume, number* and/or *date* of the issue desired. Also note the floor on which the journal is located
Go to location listed and retrieve journal from shelf.	
If journal is not on shelf....	Go to Circulation and staff will check **status** of that specific issue.
....and is supposed to be....	Circulation will fill out a **Missing Book Card** and search for journal notifying patron when it is found.
....and is checked-out....	Circulation fill out a **Book Request Card** asking to *recall* the journal from the current borrower so new patron can use.

E. How to Locate Media

To locate media, use the same chart as listed for books. The one main difference will be in the third step where you **must** be aware of the following **special designations**:

Special Designations for Media	
ACX	Cassette Tapes
ADX	Recordings
ATX	Tapes
CDX	Compact Discs
CHX	Charts
CSX	Computer Disks
FSX	Filmstrips
HCX	Flashcards
KTX	Kits
LMX	Maps
MLX	Film Loops
MPX	Films (Motion Pictures)
NDX	Microcard
NFX	Microfilm
NHX	Microfiche
PIX	Pictures
PPX	Photographs
RAX	Realia (teaching aid)
SLX	Slides
SMX	Microscopic Slides
TRX	Transparencies
VCX	Videotapes

F. How to Locate Government Documents

The following is a summation of how to find a government document and what can be checked out to patrons.

How to Find a Government Document		
Identify SuDoc Number / Title	GPO on SilverPlatter	
Check Shelflist for holdings	White or Green Card	in Gov. Docs.
	Yellow Card	in Periodicals or Current Journals
	Blue Card	Serial. Call number should be on card, if not, check opac.
	No Card.	Check GD shelves and MF anyway !!
If document is not in Gov. Docs, try	Online Catalog	
	ASI	
	CIS	
	Web	

Check-Out Policy for Documents	
Can check out...	Cannot check out...
Most paper documents	Serial Set
	Congressional Record
CD-ROMs	Census
	Microfiche
Topographic Maps	Titles brought back from Inactive Reference See OPAC and stamp
Items are checked out through Circulation or IMC	Some of these items may be checked out on a case-by-case basis by **librarian only.**

G. How to Locate Journal Articles

(1) Determine your **subject** and/or **subject terms**.

(2) Select the appropriate **index**. This could be an electronic database index or a print (book) index. (i.e., EBSCOHost for general subjects, ERIC for education subjects, Biological Abstracts for science subjects)

A complete listing of electronic database indexes accessible through the MSU Library's system is located in section *XIV.I. Electronic Resources Guide*.

(3) Conduct your search.

(4) Once you find one or more appropriate articles, write down or print out the *full* journal **article citation** which includes:

(a) Author's name
(b) Title of the Article
(c) Title of the Journal
(d) Volume, number and date of the Journal
(e) Page number(s) of the Article

(5) **NOTE:** Many databases include **fulltext articles** which can be printed, downloaded to diskette, or e-mailed to your e-mail account. If you find fulltext articles, this ends your search.

(6) If your article is not fulltext, proceed with the steps outlined for locating a specific issue of a journal shown in section *XIII.D. How to Locate Journals and Newspapers*.

(7) The Reference faculty have created an online tutorial that will also help you to locate journal articles at:

http://nt.library.msstate.edu/reference/findartc/index.htm

H. How to Locate Web Sites

The Reference faculty have given links to tutorials that explain in detail how to search the Internet. Through Netscape, access the Reference Department's Homepage, *http://nt.library.msstate.edu/reference/index.htm*. Currently along the left-hand side of the page is a section for **Internet**. Click on any of the items listed and detailed explanations will help you to learn to properly navigate the web.

I. How to Locate Electronic Journals

(1) Via Galaxy

There are some electronic journals that must be subscribed to by the MSU Library before our patrons may have access to them. There are records in Galaxy for these journals giving the information needed to access them.

From the menu bar at the top of the screen, choose **F**ind and then either **K**eyword or **E**xpert Keyword. Type ***electronic journal*** and a listing will appear of journals in an electronic format (web, CD-ROM, etc.). The entry will give the current web address for that electronic journal. Future plans are for patrons to be able to click on the web address from this point and go straight into Netscape directly to that address.

NOTE: You may have some false hits in this listing if other Galaxy records refer to the term "electronic journal" but are not electronic journals themselves.

(2) Via the Internet

(a) Via MSU Library Reference Homepage

The Reference faculty have made Internet searching for many different educational resources an easy task. Through Netscape, access the Reference Department's Homepage, *http://nt.library.msstate.edu/reference/index.htm*. Currently along the right-hand side of the page is a section for **Electronic Journal Lists**. Click on any of these and simply follow the directions to access the electronic journals.

(b) Via Netscape Search Engines

After opening Netscape, click on the icon/button that says *Search* and choose one of the search engines listed (Netscape, Excite, Infoseek, Lycos, AltaVista or LookSmart). Using quotes, type *"electronic journals"* and an extensive list of available sites will appear.

Not all electronic journals provide the text of their articles for free. Many require a subscription although virtually all provide *abstracts* of their articles for free.

XIV. Electronic Databases

A. MSU/MUW Online Catalog -- called *Galaxy*

The Mississippi State University Libraries has a computerized catalog which was implemented in Fall 1993. Instead of using the drawers of cards when looking up a book, computer terminals are used. With **Galaxy**, a patron can find out **which materials are available in the Library, where they are located, what materials are checked out, and when they are due back.** Galaxy can be accessed from any computer or terminal within the Library, through any personal computer linked through Ethernet on campus or through dial-in modem access from off campus. Its database includes the holdings for the Mississippi University for Women, the Starkville High School and the Starkville Middle School.

Galaxy contains an extensive database of records which provides access to all materials in the Library with the exception of some Government Documents and Microforms holdings. All materials are listed by title or subject. Searches can be limited by publication year, language, and format (i.e. video, microform, audio tape). The Holdings Display Screen shows the status of each item, its location, its format and to which library it belongs.

There is a menu bar at the top of every screen in Galaxy comprised of **F**ind, **O**ptions, **B**ackup, **St**artover, and **H**elp. To move from one option to another, type the highlighted letter, or use the right/left arrow keys. An ellipsis (...) after the option indicates a pull down menu. Selecting a bar option with an ellipsis causes its menu to "pull down" over the existing screen. To move within a pull down menu, type highlighted letter or use up/down arrow keys.

My computer loves me!

B. Magnolia Consortium

Beginning in 1997, the Mississippi State Legislature has allotted funds to "provide on-line access to periodicals and other databases to public libraries, K-12 schools, community and junior colleges and universities of the state."

Magnolia (Mississippi Alliance for Gaining New Opportunities through Library Information Access) provides access to the Internet and CD-ROM databases that include fulltext and abstracted journals, newspapers, encyclopedias, almanacs, and other reference books on many subjects of general and specialized interest. Some of the resources available to publicly funded libraries in Mississippi are:

EBSCO*host*
FirstSearch
Wilson Biographies
Contemporary Literary Criticisms
IAC General Business File
Americana Encyclopedia

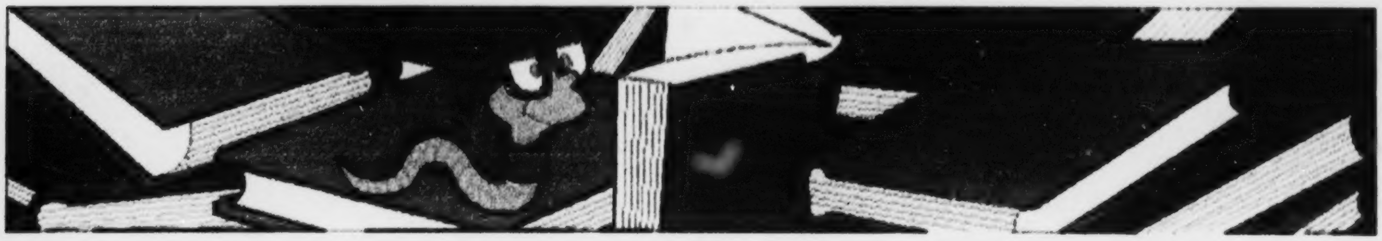
The web site is **www.lib.usm.edu/~magnolia/magnolia.html**

(1) EBSCOHost

EBSCO*host* is a one-stop reference system that allows you to *Search & Find, Retrieve & Distribute* and *Analyze & Manage* your information efficiently. It provides you with central access to a variety of proprietary fulltext databases and popular databases from leading information providers -- all via the World Wide Web. Consult the complete listing of MSU Library Electronic Resources (Database) Guide at the end of this section for specific contents.

(2) FirstSearch

OCLC's FirstSearch® is an interactive online information system that gives you vital, timely information about books, journal articles, films, computer software, and other materials. FirstSearch is very easy to use, no training is necessary. Just follow the instructions that appear on the screen and be sure to use the buttons and links on FirstSearch screens and not the browser buttons or commands such as Back, Forward Stop, Home, or History because First Search may lose data needed to provide information to you. Consult the complete listing from the MSU Library's "Electronic Resources Guide" at the end of this section for specific contents.



C. CD-ROM Network

The Library's CD-ROM network is a group of databases that are only accessible from the computers in the Reference Room of the Library. Consult the complete listing from the MSU Library's "Electronic Resources Guide" at the end of this section for specific contents.

D. ERL Databases

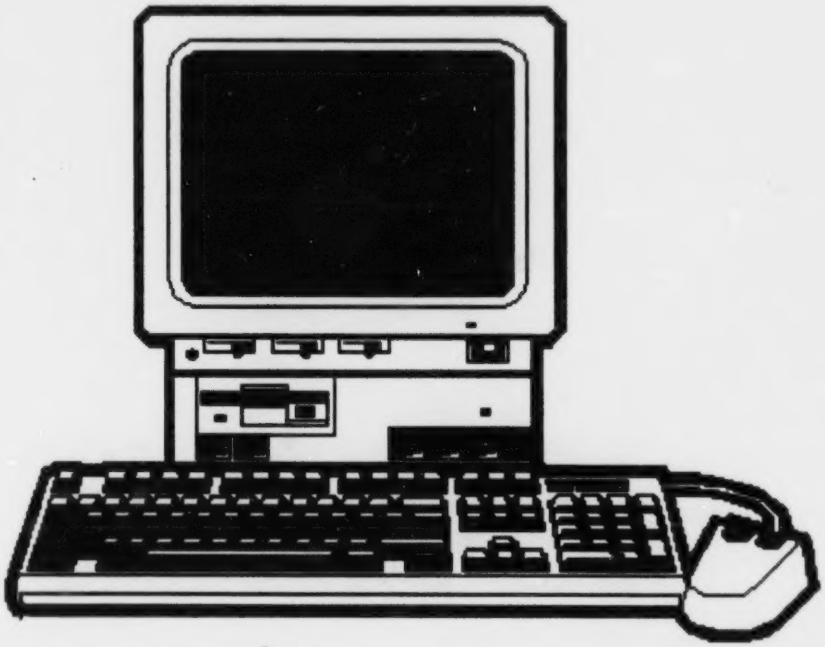
Electronic Reference Library (ERL) is a common gateway interface application which allows users to search SilverPlatter databases available over the Internet. WinSPIRS (SilverPlatter's Information Retrieval System) is the Windows-based interface and WebSPIRS is the web-based interface. Consult the complete listing from the MSU Library's "Electronic Resources Guide" at the end of this section for specific contents.

E. Netscape

Netscape is a graphical browser that uses URL (Universal Resource Locator) addresses to access text, graphics, sound files, and video clips by pointing and clicking on words, icons, or small pictures.

(1) Library Web Address http://nt.library.msstate.edu/

Hours, news, resources, catalogs, and information about the department and policies of the University Libraries are available on the World Wide Web at the above address which is continually expanding.



University Libraries
Mississippi State University
Mitchell Memorial Architecture Branch College of Veterinary Medicine Branch

Hours | About the Library | Online Resources | Galaxy Online Catalog | Departments & Branches | Feedback

print-ready / color-free version

Online Resources Title Guide

(Subject Guide also available)

Experienced Users' Shortcuts
EBSCOhost || ERL: MSU Network / Other (3.0 version) OR new 4.0 version || FirstSearch || Galaxy

○ Save time! Read these user notices! ○

Table Key: FT = database provides fulltext coverage for at least **some** of the journals indexed
ERL = **E**lectronic **R**eference **L**ibrary (SilverPlatter's WebSPIRS databases)

A | B | C | D | E | F | G | H | I | L | M | N | P | R | S | U | V | W

DATABASE NAME	SPECIAL ACCESS INFO CHECK USER NOTICES	SUBJECTS COVERED
A [back]		
ABI/Inform (username = libserv) **FT**		Marketing, management, finance, economics, accounting, banking
Academic Search Fulltext Elite FT (via MAGNOLIA)		General and scholarly journals, over 1000 full text journals
AcxiomBiz (was Pro CD Biz)		Business telephone listings
AcxiomHome (was Pro CD Home)		Home telephone listings
AGRICOLA	ERL: MSU Network / Other OR new 4.0 version	Agriculture and life sciences
AIDS and Cancer Research		AIDS and cancer research
America: History & Life	CD-ROM Network Only	North American history topics
American Business Disc	CD-ROM Network Only	Business yellow pages for United States
Art Abstracts		International art publications
Article1st		Index of nearly 13,000 journals in many fields
Arts & Humanities Search		Arts and humanities citation index
Avery Index (username = libserv)		Architecture topics
B [back]		
BasicBIOSIS		Biological and biomedical sciences
Biology Digest		Non-technical info on biology, ecology, health
Biography Index		Biographical information
Biological Abstracts (01/96-03/98 via ERL)	ERL: MSU Network/Other OR new 4.0 version	Bioscience topics
Biological Abstracts (1991-1993 via Ref. Room)	CD-ROM Network Only	

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Book Review Digest		Fiction and nonfiction reviews
Books in Print	ERL: MSU Network / Other OR new 4.0 version	Ordering info for recently published books
Books Out of Print	ERL: MSU Network / Other OR new 4.0 version	Ordering info for books no longer in publication
Business Dateline		Regional business information
Business & Industry		Facts, figures, and key events of public and private companies, industries, products and markets for international industries
Business Organizations		Directory of 26,000 international business orgs
Business Source Elite **FT** (via MAGNOLIA)		Business periodicals index

C [back]

Cambridge Scientific Abstracts (about)		Over 40 databases and subfiles covering aquatic, biological, medical, computer, engineering, and environmental sciences
CARL Uncover (contact ILL prior to first use)		Indexes over 17,000 journals
Choice Book Reviews		Book Reviews from Choice magazine
CINAHL		Nursing, allied health, biomedical and consumer health journals
Computer Select **FT**	CD-ROM Network Only	Articles from computer journals
Consumers Index		Index to consumer information (reviews, tests, warnings, recalls)
Contemporary Literary Criticism Select **FT** NEW!		Provides full text of critical works
Contemporary Women's Issues		Indexes international info about women's issues
Contents1st		Tables of contents and regional holdings for 12,500 journals

D [back]

Delta State University Library Catalog		Delta State's online catalog
Disclosure Corporate Snapshots		Financial info on corporations with shares traded in the US
DISCovering Authors (Search Help) **FT** (via MAGNOLIA)		Biographical and critical information on authors most frequently studied in elementary and high schools
Dissertation Abstracts Online		International dissertation abstracts

E [back]

EBSCOAnimals **FT**		Encyclopedic information on animals
EconLit	ERL: MSU Network / Other OR new 4.0 version	Scholarly articles on marketing, management, economics, finance
Ei Compendex Web (Search Help)		Engineering index with abstracts
Electronic Collections Online		View bibliographic information for a growing collection of journals and view full-text articles from journals to which the Library subscribes
Environmental Sciences & Pollution Management		Indexes multidisciplinary journals across the environmental sciences

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ERIC	also available via the following: ERL: MSU Network / Other OR new 4.0 version || Galaxy (username = libserv)	Journal and document citation for all education topics
EventLine		International conventions, conferences, symposia, trade fairs, and exhibits scheduled between now and 21st century
Exploring Poetry (Search Help) **FT** (via MAGNOLIA)		Information on poems most frequently studied in elementary and high schools

F [back]

FactSearch		Facts and statistics on social, economic, political, environmental, and health issues
EBSCOhostFacts on File **FT** (via MAGNOLIA)		Information on current topics
FastDoc		Index of articles containing a high percentage of citations
FirstSearch	also available via Galaxy	over 40 databases (all listed on this page)
Forestry Abstracts NEW!		Silviculture, forest mensuration and management, fire, genetics and breeding, mycology and pathology, etc.
Funk & Wagnalls New World Encyclopedia **FT** NEW!		Provides over 25,000 informative segments of the encyclopedia

G [back]

Galaxy (username = libserv)	also available via WWW	Galaxy is the MSU/MUW online catalog (see note above)
General BusinessFile ASAP **FT** NEW! (via MAGNOLIA)		Provides articles on finance, acquisitions & mergers, international trade, money management, and more
GEOBASE		Indexes international geology, geography, and ecology topics
GeoRef		Indexes geology and earth sciences
GPO Access: Site 1/Site 2 **FT**		Access to numerous government databases
GPO on Silverplatter	ERL: MSU Network/ Other OR new 4.0 version	Index to government documents

H [back]

Health Reference Center		Indexes non-technical personal health info sources, with abstracts and regional holdings lists
Health Source Plus **FT** (via MAGNOLIA)		Health periodicals index
Helminthological Abstracts NEW!		Covers the literature on all parasitic helminths
Historical Abstracts	CD-ROM Network Only	World history topics

I [back]

Index to Legal Periodicals & Books		Indexes multinational legal topics
Index to Theses of Great Britain and Ireland		Covers theses accepted for higher degrees by universities in Great Britain and Ireland
Index Veterinarius NEW!		Subject and author index to the world's veterinary literature

INSPEC		Indexes journals and conference proceedings in physics, electrical engineering and electronics, computing and control, and information technology

L [back]

Lexis-Nexis Academic Universe **FT** (quick guide / in-depth guide)		A huge database of news, periodicals, legal information, and more
Library Literature		International library and information science topics

M [back]

MAS Fulltext Premier **FT** (via MAGNOLIA)		General-interest periodicals and book reviews
Masterfile Fulltext 1500 **FT** (via MAGNOLIA)		General topics, 1500 fulltext journals
MathSciNet (Search Help)		Access to Mathematical Reviews and Current Mathematical Publications
MDX Health Digest		General medical and health info with abstracts
MEDLINE EXPRESS (via ERL)	ERL: MSU Network / Other OR new 4.0 version	Bibliographic database of the National Library of Medicine -- covers microbiology, delivery of health care, nutrition, pharmacology, etc.
MEDLINE, AIDSLINE, AIDSDRUGS, AIDSTRIALS, BIOETHICSLINE, ChemID, DIRLINE, HealthSTAR, HISTLINE, HSRPROJ, OLDMEDLINE, POPLINE, SDILINE, SPACELINE, and TOXLINE		National Library of Medicine's abstract databases -- all areas of medicinal and health info
Middle Search Plus **FT** (via MAGNOLIA)		Middle school periodicals index
Millsaps College Library Catalog (username = libcat)		Millsaps library's online catalog
Mississippi Code (unannotated) **FT**		The Mississippi Code, revised through the 1997 legislative session
MLA Bibliography	ERL: MSU Network / Other OR new 4.0 version	Literature, language, folklore, related topics

N [back]

NASW Clinical Register	ERL: MSU Network / Other OR new 4.0 version	Provides name, license, certification, and other information for social workers
Nematological Abstracts NEW!		Abstracts on all aspects of parasitic, free-living, and marine nematodes
NetFirst		Citations of Internet resources (with abstracts and links)
Newspaper Abstracts (username = libserv)		Major daily newspapers
Newspaper Source (via MAGNOLIA)	EBSCOhost	Newspapers

P [back]

PAIS International (Public Affairs Information Service)	ERL: MSU Network / Other OR new 4.0 version	Public affairs
PapersFirst		Papers from congresses, conferences, expositions, workshops, symposia, meetings
Periodicals Contents Index		Indexes older issues of humanities and social sciences

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		periodicals
Predicasts PROMT **FT** NEW! (via MAGNOLIA)		Covers companies, their products, and their markets
Primary Search **FT** (via MAGNOLIA)		Elementary school periodicals index
ProceedingsFirst		Index of conference publications
PsycLit	ERL: MSU Network / Other OR new 4.0 version	Index to pschological information
Publishers, Distributors & Wholesalers of the U.S.	ERL: MSU Network / Other OR new 4.0 version	Information on publishers, distributors, and wholesalers in America

R [back]

Review of Agricultural Entomology (abstracts) NEW!		Insects and other arthropods as pests of cultivated plants, forest trees and stored products, etc.
Review of Medical and Veterinary Entomology (abstracts) NEW!		Insects and other arthropods which transmit diseases or are otherwise injurious to man and to animals of significance to man
Review of Plant Pathology (abstracts) NEW!		Diseases of crop plants, ornamental plants and forest trees
RILM Abstracts of Music Literature		Music literature database

S [back]

Science Citation Index	CD-ROM Network Only	Covers over 3,300 of the world's most significant scientific and technical journals
Serials Directory, The (via MAGNOLIA)		Serial bibliographic and pricing info
Serline	ERL: MSU Network / Other OR new 4.0 version	Biomedical and health science serials
SIRS Researcher		General database covering social, scientific, historic, economic, political, global issues
Social Science Citation Index	CD-ROM Network Only	1,700 of the most significant social science journals--search by cited author or cited paper
Social Work Abstracts	ERL: MSU Network / Other OR new 4.0 version	Social work and other related journals on topics such as homelessness, AIDS, welfare
Sociofile	ERL: MSU Network / Other OR new 4.0 version	Index to sociology information
Starkville Public Library Catalog		Starkville Public Library's online catalog

U [back]

Union Lists of Periodicals		Holdings for journals and other items in OCLC member libraries
Univ. of Miss. Library Catalog (username = libsev)		Ole Miss' online library catalog
Univ. of Southern Miss. Library Catalog (username = libserv)		USM's online library catalog

V [back]

Vendor Catalog Service		Complete catalogs from thousands of manufacturers and distributors
Veterinary Bulletin (abstracts) NEW!		Abstracts of the core literature in the whole field of animal health

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W [back]

Weed Abstracts NEW!	Weeds, weed control, and allied subjects
Wilson Biographies **FT** NEW!	More than 30,000 biographies and 8,000 obituaries
World Almanacs	World Almanac and Book of Facts, World Almanac of the USA, World Almanac of US Politics, World Almanac for Kids
WorldCat	OCLC on-line union catalog of books and materials in libraries
Worldscope GLOBAL	Basic info for companies (address, etc.)

| Hours | About the Library | Online Resources | Galaxy Online Catalog | Departments & Branches | Feedback |
| Mississippi State University | Mississippi State University Libraries | Reference Department |

For information about this page, or to make comments, contact Kerry Smith.
Last Modified: 09/17/1998
URL: http://nt.library.msstate.edu/reference/edtout98.htm
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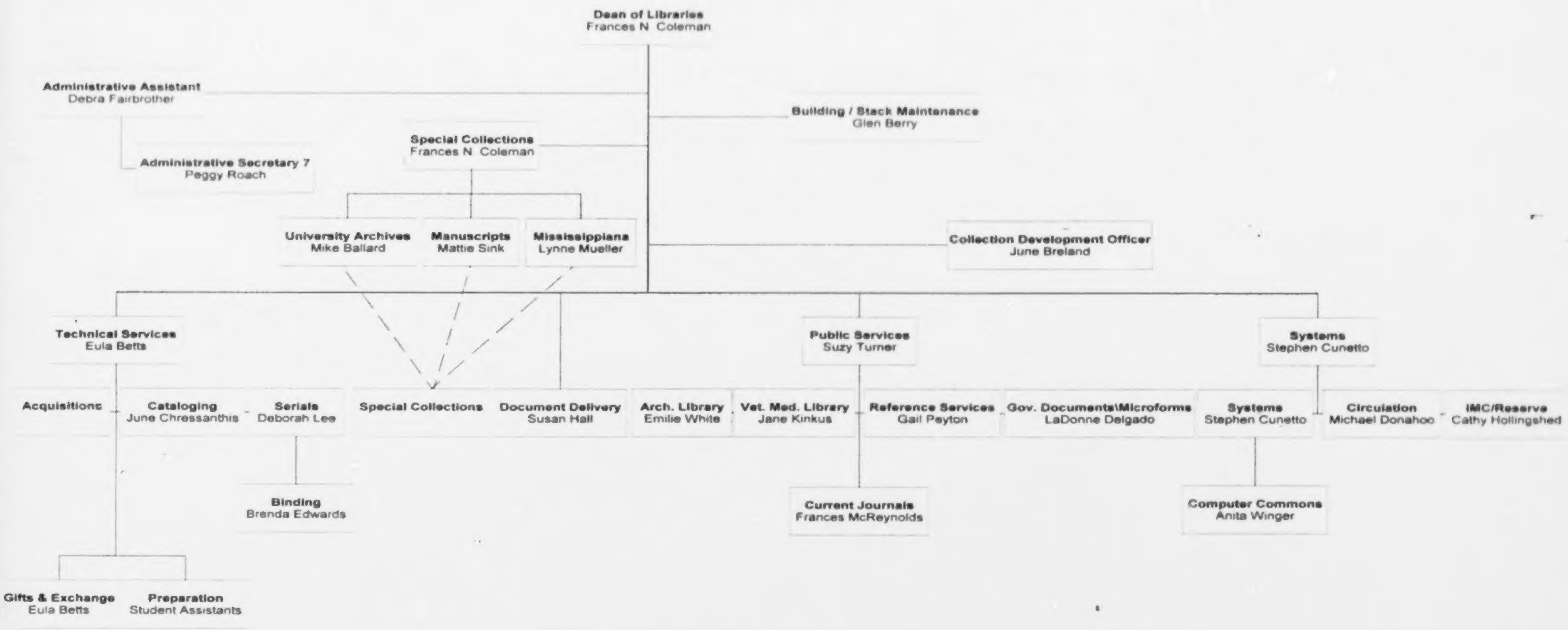
Mississippi State University Libraries
Organization Chart


Dean of Libraries
Frances N Coleman
Administrative Assistant
Debra Fairbrother
Building / Stack Maintenance
Glen Berry
Special Collections
Frances N Coleman
Administrative Secretary 7
Peggy Roach
University Archives
Mike Ballard
Manuscripts
Mattie Sink
Mississippiana
Lynne Mueller
Collection Development Officer
June Breland
Technical Services
Eula Betts
Public Services
Suzy Turner
Systems
Stephen Cunetto
Acquisitions
Cataloging
June Chressanthis
Serials
Deborah Lee
Special Collections
Document Delivery
Susan Hall
Arch. Library
Emilie White
Vet. Med. Library
Jane Kinkus
Reference Services
Gail Peyton
Gov. Documents\Microforms
LaDonne Delgado
Systems
Stephen Cunetto
Circulation
Michael Donahoo
IMC/Reserve
Cathy Hollingshed
Binding
Brenda Edwards
Current Journals
Frances McReynolds
Computer Commons
Anita Winger
Gifts & Exchange
Eula Betts
Preparation
Student Assistants

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XV. Library Organization

As a student employee, it is important that you know what is each department or area's role in the Library and the names (and pronunciations) of the library personnel, their office locations, and their job descriptions. This will help to keep you well-informed for directional purposes and for creating the relaxed and friendly atmosphere that we desire in the Library.

A. Organizational Chart

As shown on the previous page, there are several levels in the MSU Libraries' chain of command structure. This will help to give you a visual picture of all department and areas within the Library and how they relate to each other.

(1) Administration

(a) Dean of Libraries

Gives general direction and carries overall responsibility for the Library and its programs, including branch libraries and all library support services, staff and operations. Represents the MSU Libraries to the academic community as well as the community at large. Assisted by the Administrative Council. Reports to the Provost and Vice President for Academic Affairs (same person). Dean's Office located in the Administrative Suite on third floor.

[1] Administrative Assistant

Reports directly to the Dean. Charged with the overall management and administration of the operation of the Dean's office as it relates to the total operation of a comprehensive Library program. Assist with the preparation of statistical and other general Library reports. Responsible for the preparation of correspondence for Dean of Libraries; scheduling of appointments, travel and other arrangements; processing of personnel and salary papers. Office located in the Administrative Suite on third floor.

[2] Administrative Secretary

Responsible for the posting and verification of the Library's General Budget and the Library Materials Budget according to the University's Banner System/ Standards. Prepares by-weekly payroll; maintains filing system; and performs other clerical duties as needed. Office located in the Administrative Suite on third floor.

(2) Collection Development Officer

Responsible for planning, monitoring and coordinating the development of library collections. Office located in room 3145 on third floor down the hallway to the left as you top the main staircase of the Atrium.

(3) Building / Stack Maintenance

Building: Assists with the planning and supervises the relocation of library collections, shelving layout and installation of furniture and equipment. Office located in room 1013 on first floor, fourth office to the left of double elevators near the front of the building.

Stack Maintenance: Responsible for reshelving circulating books and bound journals; works closely with other Library areas to assure routing of materials to proper offices for reshelving; responsible for preparation of signs and shelf labels; completion of missing book searches and data entry and collection of statistics as required. Office located in room 1012 on first floor, second office to the left of the double elevators near the front of the building.

(4) Document Delivery / Interlibrary Loan Services

Research materials, journal articles and books that are not available in local collections can be obtained from a network of other libraries, frequently at no cost. Most transactions require fifteen days to process and receive materials. Expedited electronic document delivery services from CARL UnCover are available for use by graduate students and faculty. To register for using CARL UnCover document delivery, contact 325-7678 or 325-2170. First and second offices on the right down the hallway between Circulation and Government Documents on the second floor.

(5) Technical Services

Incorporating the activities of Acquisitions, Cataloging and Serials, Technical Services orders, receives, catalogs, and processes materials for the Library's collections. Maintains the integrity of the Online Catalog. Located suite 1200 in the northeast corner on first floor.

(a) Acquisitions

Responsible for acquiring library materials which includes placing orders, receiving materials and approving invoices for payment for the MSU Libraries. Involves verifying information received from faculty and librarians, maintaining electronic order records and supplier files, claims and cancellations.

[1] Gifts and Exchange

Responsible for receiving and dispersing books and other materials *donated* to the Library and exchanging unwanted or duplicate materials with other libraries.

(b) Cataloging

Responsible for cataloging all new titles added to the MSU Libraries' collections by editing and producing cataloging records, subject and name-authority cross-references. Also maintains the quality of the online catalog by bar coding and linking items, performing authority control and bibliographic record cleanup.

[1] Preparation

Responsible for the physical preparation of all materials to be added to any of the MSU Libraries' collections. This includes affixing call numbers, property stamps, security strips, etc. necessary for the retention and circulation of materials.

(c) Serials

Responsible for acquiring, processing and binding the serials and journals collected for the MSU Libraries. Also maintains the holdings records for all currently received serials and journals in the online catalog.

[1] Binding

Responsible for all activities relating to commercial and in-house binding and mending. Also responsible for the binding two copies of all MSU students' theses and dissertations for retention in the Library.

(6) Public Services

Includes Reference, Government Documents, Microforms, Current Journals and the branch libraries. Provides services directly to all students, faculty and other library patrons. Provides assistance in locating information, term paper assistance, library instruction, online literature searching, circulation and various public outreach projects. Associate Dean for Public Services' office located in room 3146 on third floor down the hallway to the left as you top the main staircase of the Atrium.

(a) Reference

Assists patrons in locating materials needed for their research. Located on second floor across from Circulation and Government Documents.

Responsible for reference services, library instruction, computer literature searching, outreach and helping students find relevant resources for class assignments and research papers. The Reference Collection contains both paper and electronic access to subject databases, including indexes, abstracts and fulltext materials. Examples of unique materials include annual reports, atlases, business resources, dictionaries, encyclopedias, style manuals, and law resources.

Two service points are available in the Department. The **Ready Reference Desk** is for **quick** answers, directions, telephone calls, assistance with print resources, the Netscape computers and the standalone computers when needed. The **Electronic Resource Desk** is for questions about the electronic resources and the online catalog. Appointments may be made for more in-depth assistance.

(b) Government Documents

Serves as a selective depository to collect U.S. Government publications that support the curriculum as well as the business and industrial interests of the area. Collects eightyone percent of the documents offered by the U.S. Government Printing Office Federal Library Program Service including an extensive CD-ROM assortment and topographic map collection. Located on second floor across from Reference.

(c) Microforms

Comprised of all three formats of micro**forms** -- micro**film**, micro**fiche**, and micro**card**. Houses several smaller collections within one big collection with each smaller collection arranged in the manner which best suits its purposes. For example, periodicals are arranged in alphabetical order by periodical title while newspapers are arranged in alphabetical order by the place of publication. Larger collections, such as *ASI, CIS* and *ERIC* are arranged according to their own numbering sequences. The microfilm and microfiche collections are in LC Call Number order. Located on second floor across from Reference.

(d) Current Journals

Provides a secure environment for the Library's collection of current **journals** and **newspapers** which cannot be removed from the room. All photocopying must take place within the Room. Houses the most recent *unbound* issues of journals, generally one year, in alphabetical order by title (a few are under the author). The most current issues of newspapers are also kept for a limited period of time and then sent for recycling or given to another area of the Library for clipping. If the Library maintains a microfilm collection of a certain newspaper, the paper copy is kept until the microfilm copy is received.

Also housed in this Room is a small collection of **International Magazines** received as gifts from foreign countries. Issues are kept for one year.

The newest addition to this Room is the **Browsing Collection** comprised of current fiction and non-fiction books available to students, staff and faculty. Located between Circulation and the Food for Thought Area.

(e) Architecture Branch Library

A branch of the University Libraries located in Giles Hall, on the north side of the MSU campus. Contains over 18,000 volumes, 66 periodical titles, and 30,000 slides, as well as numerous blueprints, drawings, building products files, city and town planning reports, newspapers, pamphlet files, maps, microfilm, microfiche, videos and other media, vertical files, and the fifth-year theses of graduates of the School of Architecture.

(f) Veterinary Medicine Branch Library

A branch of the University Libraries located on the third floor of the Wise Center. Designed primarily to meet the teaching, research, and clinical needs of the College of Veterinary Medicine. Materials support veterinary medicine, animal sciences, and clinical medicine.

(7) Special Collections

Houses materials in four divisions: Manuscripts, Mississippiana and Rare Books, University Archives and Congressional Collections. All materials must be used in the Department and photo reproduction services are available but must be performed by the staff on duty. See also the "Regulations for Use and Research Application" which accompanies the Snapshot pages. Service point located in room 3000 on third floor in the northwest portion of the building just past the entrance to the Administrative Suite. Materials housed on stack tiers 2-7, which are closed to all except Special Collections personnel.

(a) Manuscripts

More than 500 collections of primary materials documenting individuals, families, and organizations primarily in nineteenth and twentieth century Mississippi and the South. Finding aids are available. There are some restrictions on use.

(b) Mississippiana and Rare Books

Published material about Mississippi and by Mississippians, state documents, vertical files on Mississippi topics, genealogy materials (including censuses and Confederate service records of Mississippians) and rare books.

(c) University Archives

Published and unpublished university materials of historical significance. Includes personnel records, faculty publications, administrative committee reports, student yearbooks, photographs and memorabilia relating to the university and its students, alumni and faculty. Finding aids are available. No materials from other Mississippi colleges or universities are retained.

(d) Congressional Collection

Papers of U.S. Senator John C. Stennis, U.S. Congressman G. V. "Sonny" Montgomery, David Bowen, and Charles Griffin. Restricted access.

(8) Systems

(a) Systems

Provides planning, implementation, and operational support of automated systems for the Library; participates in development projects, to include the training of appropriate library personnel; supervises the installation of new equipment/ software as required; prepares systems reports, statistics and other information as needed and/or requested. Administrator of Systems' office located in Administrative Suite on third floor and Systems' staff offices located in room 1017 on first floor, third office to the left of double elevators near the front of the building.

(b) Circulation

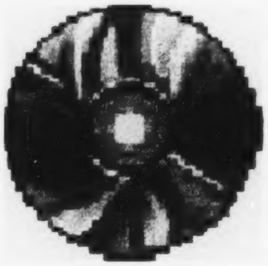
- Loans and renews bound periodicals (to faculty, staff and graduate students only) and circulating library books
- Places holds/recalls on items checked out
- Processes overdue notices
- Searches for "missing" books and journals
- Registers patrons to borrow library materials and updates existing patron records
- Issues Courtesy Cards to unaffiliated state residents ($20/year), Alumni Association members, various "Friends" and booster groups
- Accepts payments for lost/damaged materials and fine payments

- Places and clears registration/ academic records' blocks on students who have outstanding library obligations
- Accepts MoneyMate deposits
- Provide "house" MoneyMate cards to non-MSU patrons or to MSU patrons whose ID cards are damaged or unavailable
- Arrange for academic department copy charge accounts and bill department charges
- Provides change for coin-op copiers
- Makes copies for handicapped patrons (10 cents/copy) and transparencies for all patrons (50 cents/copy)
- Sells 3.5" floppy disks ($1.00)
- Provides support to Interlibrary Loan on the lending aspect and downloads and fills requests form other universities.

Located across from Reference on second floor between Current Journals and Government Documents.

(c) IMC/Reserve/Music/Media

The new Instructional Materials Center (IMC) is emerging as a vital and diverse department of the University Libraries for the collection and sharing of media. With services extended well beyond its origin as the Reserve Desk, this attractive and spacious area just inside the first floor east entrance holds an assortment of video cassettes, recordings, audio cassettes, compact discs, computer software and educational resources and is open during all hours of library operation.



The IMC houses two computers with CD-ROM players, two computer with a flatbed scanner that can be used for scanning documents, pictures, photographs, etc., two typewriters, five TV/VCR stations where students can check out educational videos to view for classes, and seven CD player/cassette players stations for students to listen to music as required for various courses. Two of these stations also have record players. Composition stations, consisting of electronic keyboards attached to Macintosh computers, to support the study of music and all levels of composition are in this area. The IMC also houses a small listening area with TV and VCR for small groups to view videos for classes.

Retaining its original function, the IMC continues to accept and process photocopies, personal materials, and library books into the course reserve reading collection which also includes tests, quizzes, final examinations, homework problems and solutions, journal articles, excerpts from books and faculty members' personal books. These materials are maintained on the online Reserve Room file by course number and instructor.

There are five types of reserve:

Closed Reserve: Items are restricted to two hours use in the Library.

Regular Reserve: Materials may by taken out of the Library overnight one hour before closing and must be returned the next morning before the first hour of business expires. Materials may also be checked out during the day for two hours segments and used within the Library.

Three Day Reserve: Materials may be checked out for three days and returned on the fourth day just after the Library opens. Materials may also be checked out during the day for two hours segments and used within the Library.

Eight Day Reserve: Same as three day reserve with materials being due back on the ninth day following checkout.

Other Reserve: This type of reserve may vary depending on the special situation the instructor request for his/her class.

(d) Computer Commons

Features 70 Gateway pentium computers and 10 Macintosh computers, each with 32 megabytes of random access memory. Patrons have options to print on a dot matrix, laser or color printer and have software options that include word processing, statistical programs, and programming languages, as well as access to the Internet and e-mail. Laser copies are ten cents per page and color copies are $1.00 per page. Student employees provide assistance to patrons and oversee charges for the copiers. The lab is open 7:30 a.m. to 2:00 a.m., Monday through Thursday; 9:00 a.m. to 6:00 p.m. on Saturday, and noon to 2:00 a.m. on Sunday. Located to the right just as you enter the main entrance on second floor.

B. Tour of Building

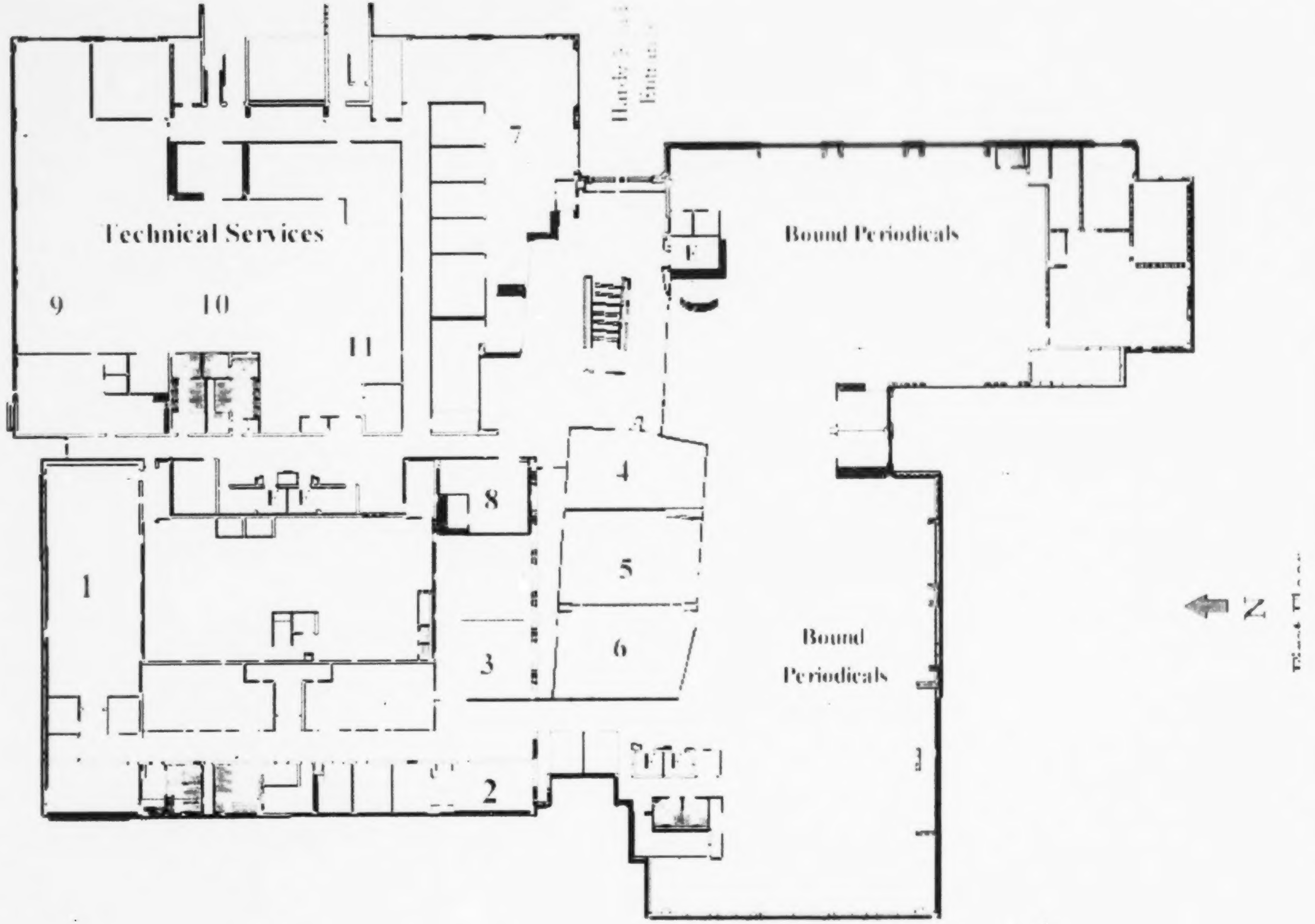
In a new environment as large as the MSU Library, it is easy to get lost. Taking a tour of the building with your supervisor will help you to become familiar with your surroundings and enable you to run needed errands within the building and to serve patrons. Be particularly observant when you are introduced to Library personnel. Becoming familiar with faces and names and interacting with the staff will prove helpful as you direct patrons to the appropriate department and/or personnel.

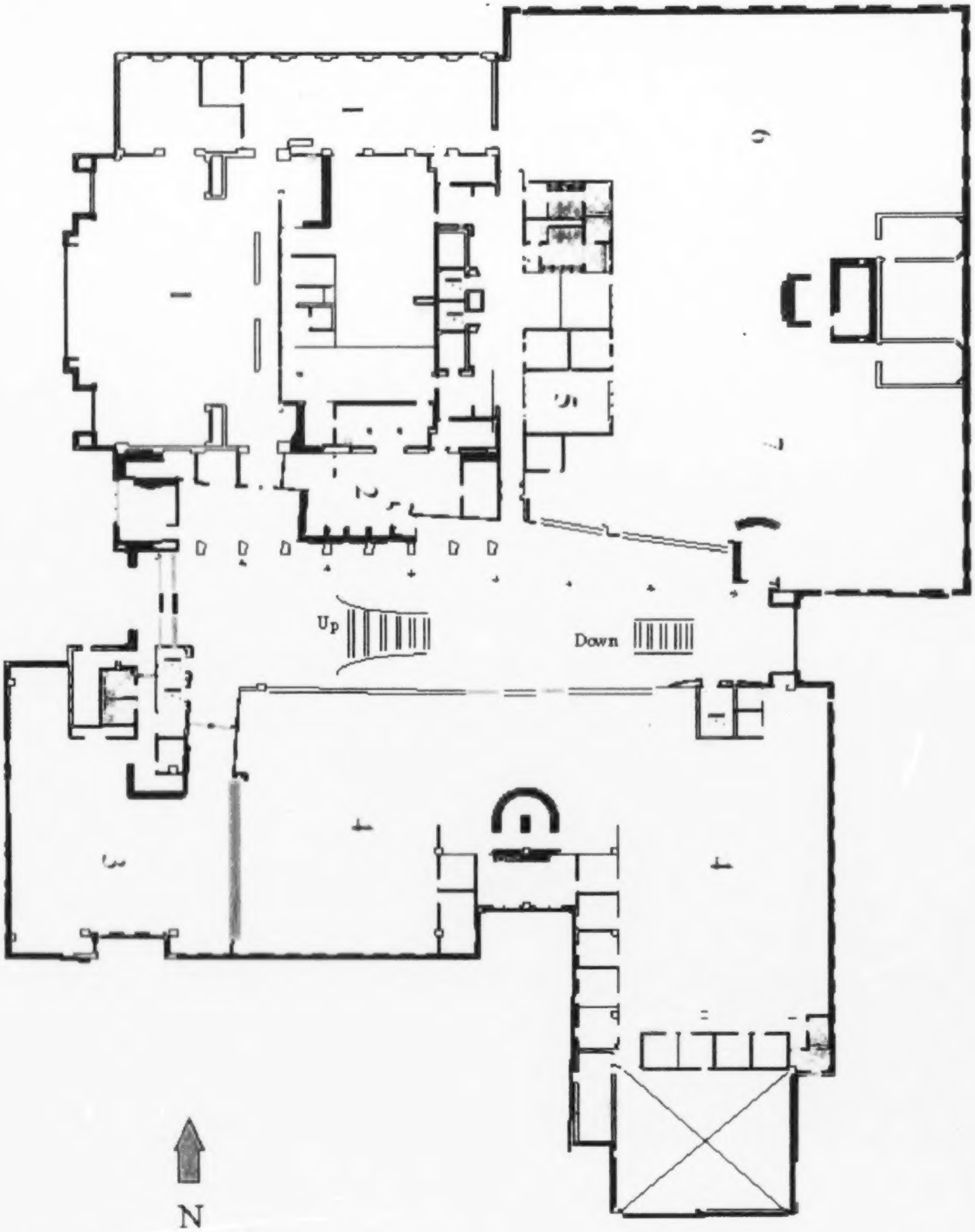
C. Floor Plans

You may be asked for directions to specific locations within the Library building. Refer to the maps of the Library floors to direct patrons to various locations. This section covers areas not already discussed in Section A. above.

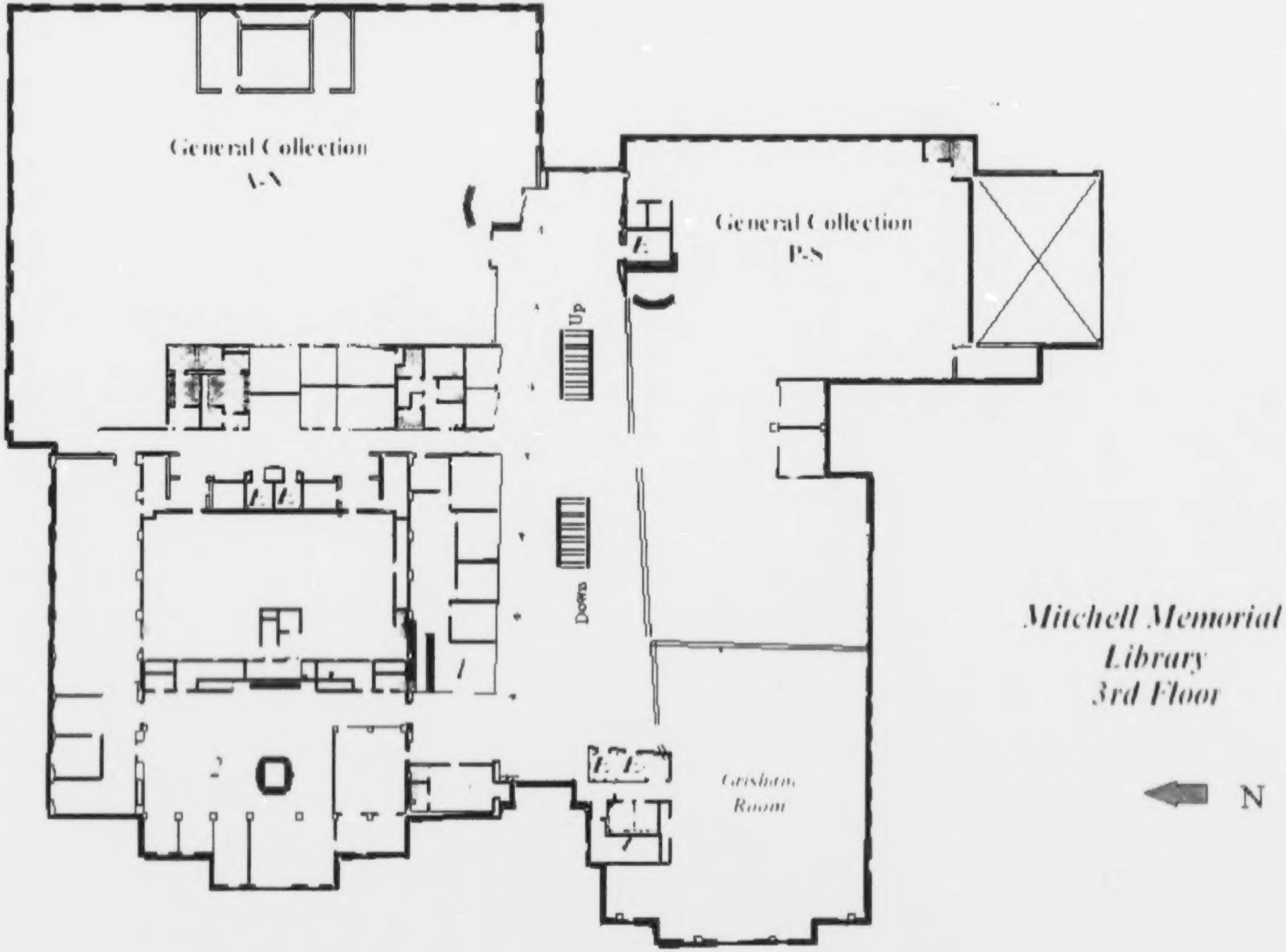
Library Floor Plans -- Key

First Floor	
1. Auditorium	7. Instructional Media Center
2. Systems Department	8. Copy Room
3. IHL Lab / Classroom	9. Cataloging Department
4. Giles Lab / Classroom	10. Acquisitions Department
5. ELI Lab / Classroom	11. Serials Department
6. Banner Lab / Classroom	
Second Floor	
1. Current Journals	5. Document Delivery and InterLibrary Loan
2. Circulation Department	6. Government Documents
3. Computer Commons	7. Microforms Department
4. Reference Department	
Third Floor	
1. Administration Suite	2. Special Collections Department


Hardy Road
Entrance
7
Technical Services
9
10
11
Bound Periodicals
F
4
8
5
1
6
3
Bound
Periodicals
2
N
First Floor


1
2
3
4
4
5
6
7
Up
Down
N

Second Floor


General Collection
A-N
General Collection
P-S
Up
Down
2
Grisham Room
Mitchell Memorial
Library
3rd Floor
N

(1) First Floor

(a) Mail / Receiving Room

Located in the Technical Services Area, all official/business mail, parcels and shipments are received and sent through this room.

(b) Typewriters for Public Use

Two typewriters for public use are located in the IMC/Reserve/Music/Media Room on the first floor of the Mitchell Memorial Library. Typewriters are helpful when filling out applications, forms, or other documents with specific lines and spaces for entering data.

(c) Bound Journals

Bound journals and older unbound issues of journals are all located on the first floor on *compact shelving*. They are shelved in alphabetical order by title (a few are under the author). Refer to the rules for proper alphabetizing listed in section XI.C.

(d) ELI and Giles Instructional Classrooms

Instructional Classrooms are large group rooms accommodating up to twenty-six (26) students in each room for library instruction. The students can execute hands-on practice as the teacher demonstrates research techniques using the teacher's computer which projects onto a large screen. Training Room #1 (room 111) is called ELI (short for Electronic Library Instruction) and Training Room #2 is entitled the Giles (named after William L. Giles) Room.

(e) IHL Lab

The **I**nstitution of **H**igher **L**earning has funded this teaching lab to assist students in their coursework by providing tutorials and testing. Located in room 1016A/1018, this area is provided by the Library and all scheduling of its use is done by Dianne Daniels, Instructor in the Mathematics and Statistics Department (325-3414).

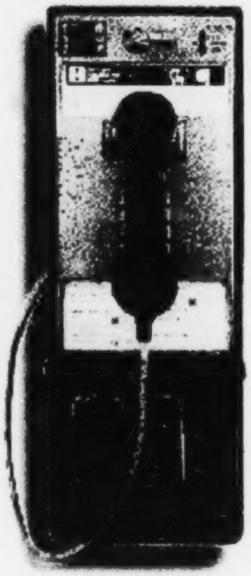
(f) Auditorium

The Auditorium is the largest room in the building available for group instruction accommodating 76 persons. Equipment includes a high quality sound system, cassette player, CD player, VCR with TV or projection unit, lapel microphone and a computer with PowerPoint and Corel Presentations for projecting your topic on the big screen. Use of the auditorium for presentations and group meetings can be scheduled through the Instructional Materials Center of the Library. Located in room 1000.

(2) Second Floor

(a) Food for Thought

This is the only place in the building where food and drink can be purchased and consumed. A variety of snacks, soft drinks, and juices can be bought as well as sandwiches, and salads. A microwave is provided for public use.



(b) Pay and Campus Telephones

Department and office telephones are to be used by employees only. Direct patrons who wish to make on-campus calls to the campus telephone located just outside the Food for Thought area on second floor. Campus calls are free. Patrons wishing to make off-campus calls should be directed to the pay telephones, one of which is located near the Food for Thought and a second located on first floor near the building's entrance.

(c) Browsing Collection

The Browsing Collection is a rotating selection of current popular fiction and non-fiction bestsellers leased for a limited period of time and not maintained as a part of the Library's permanent collection. These books are provided to students, staff and faculty for leisure reading and are available for checkout.

(3) Third Floor

(a) John Grisham Room

The John Grisham Room was dedicated on May 4, 1998, in honor of MSU alumnus and best-selling author John Grisham. The room contains exhibits of Grisham material reflecting his career as a Mississippi legislator and a writer of such successful novels as *A Time to Kill, The Firm, The Pelican Brief, The Client,* and *The Chamber.* The actual papers are housed in Special Collections and access to literary files are restricted. The Grisham Room is available for group tours and individual browsing on Monday through Friday from 9:00 a.m. until 4:00 p.m. or by reservation at 601-325-2559.

[1] Dr. Zacharias' Office

Dr. Donald W. Zacharias is MSU's President Emeritus and Director of the Grisham Library. His office is in the Grisham Room.

(b) Stennis/Montgomery Room

This room is named in honor of the retired U.S. Congressman G. V. "Sonny" Montgomery and the late U.S. Senator John C. Stennis, both MSU alumni. This conference room (Room 3019) contains artifacts from the careers of both of these outstanding public servants and is used for special meetings which are scheduled through the Dean's Office.

(c) Stennis Office

This office (Room 3401) is named in honor of the late U.S. Senator John C. Stennis, this office is used for special purposes which are scheduled through the Dean's Office.

(d) General Book Collection A - N and P - S

The majority of the general circulating book collection is located on this floor with the remainder being housed on the fourth floor. Refer to the **Location of Materials/Services** Sheet and **Floor Maps** for more information.

Location of Materials/Services

If you are unable to locate any of this material ask at any service desk for assistance.

Administrative Offices Third floor to the left from the front elevators.

Auditorium First floor, north west corner.

Browsing Collection Second floor Current Journals room on the left wall after you enter the room.

General Collection....Circulating Books
Call Numbers **A – N** are located on the third floor, northeast room. Also Oversized books.
Call Numbers **P— S** are located on the third floor.
Call Numbers **T— Z** are located on the fourth floor.

Copy Center First floor behind stairwell to the right.

Eli and Giles Electronic Classrooms First floor of the building.

Faculty/Graduate Student Study Area Fourth floor.

Grisham Room Third floor to the right of the elevator.

Group studies First and third floor.

Government Documents Second floor, northeast corner - Census (current and older) Federal Documents Topographic maps.

IHL Laboratory First floor, to the left from front elevators.

Information Delivery Services (IDS/ILL) Second floor right of the Circulation Desk.

Juvenile books (JUV) Located on fourth floor, west end of the room near the picture window.

Microfilm/Microfiche Second floor, in Government Documents Area.
ASI, CIS, DOE collections, ERIC microfiche documents, newspaper indexes. Periodical titles & Newspapers titles indicated in online catalog as having holdings on microform.

Newspapers
Current editions - Current Journals Room, Second floor to the left of Circulation Desk.
Older editions - on microfilm, in microforms, Second floor (check opac)

Periodicals **(Current)** - Current Journals Room (late 1997 - present) 2nd floor - to left of Circulation Desk
(Bound) - First floor of the building, south side. (some are in microform format, check opac).

Reference Material
Reference Books - Ref. A - Z in Reference Room, second floor.
Inactive Reference - (out of date reference material) Ref. A - Z on fourth floor.

Reserve/Music/Media /Instructional Materials Center First floor, left of the stairs.
Material put on reserve by instructors, videos, sound recordings, tapes, films, listening stations.
Call Numbers ACX, ADX, ATX, CDX, CHX, CSX, HCX, KTX, MLX, MPX, PIX, PRX, SLX, TRX, VCX

Special Collections Third floor past the Administrative offices.
MSU Documents, Manuscript Collections, Rare Books, Mississippiana Collection, Congressional Collections, University Archives, Genealogy (Including microfilmed censuses and indexes).

Technical Services First floor, northeast corner of the building.

Undergraduate study area Fifth floor.

(4) Fourth Floor

(a) Faculty / Graduate Study Area (Conference Room)

This special group of rooms has been designated for reading and research by the University's faculty and graduate students only. Access is restricted and eligible persons wishing to use the area must register their MSU ID and hand-scan with the Library's Circulation Department.

(b) General Book Collection T - Z

The remainder of the Library's general circulating collection is housed on this floor. Refer to the Location Sheet and Floor Maps for more information.

(c) Inactive Reference Area

This area houses a collection of older reference materials that are maintained primarily for historical value. These books are classified using the LC system with the call numbers preceded by **REF**. Reference materials do not circulate. Exceptions to this policy can be made only by the Reference librarians.

(d) Juvenile Books

A collection of children's and young adult books is housed on the fourth floor of the Library at the west end of the room near the picture window. This collection is primarily for the use of students enrolled in courses in children's literature, child development, and early childhood education but may be used by any library patron. These books are classified using the LC system with the call numbers preceded by **JUV**. Check out privileges for these materials are the same as any other circulating item. The **Caldecott** and **Newbery** award winning books are shelved in a separate collection at the end of the juvenile books.

(5) Fifth Floor -- James H. Carr Phi Delta Kappa Reading Room

Dedicated on November 17, 1995, this Reading Room is a study area for College of Education graduate students. The study carrels are individually lit, some comfortable lounging chairs and sofas are provided and there is an overlook to the fourth floor. This room is named for James H. Carr, a 1939 graduate of Mississippi State, who worked for nearly fifty years with the U.S. Department of Agriculture. He was a longtime supporter of MSU and was active in Phi Delta Kappa, an international professional fraternity for men and women in education.

(a) Tree of Life

The Tree of Life is located in the stairwell descending from the fifth floor. Designed by a group of Jackson, Mississippi, artists, the decorative bronze grille analogizes the library to "The Tree of Life"

The tree itself is dominant. The stags feeding upon its branches convey the idea that the tree nourishes all life. In consultation with a war god, Odin sits under the root to the left. These gods represent the old order - which is passing - and the new powerful order - to come.

At the top of the tree sits an eagle with the ability to see both backward and forward at once, signifying a wisdom not yet attained by the human race. A snake - identified with the cult of pure science - gnaws at the root of the tree in an effort to destroy human existence. The squirrel acts as trouble-maker between the eagle and the snake.

The tree forks to become two, symbolizing that life embraces two - male and female. Out of the tree grow human figures - a woman who is afraid and a man who faces the atomic age with half-hearted bravado.

Life is added to the design by birds. They, too, are sheltered by the tree.

(6) Group Studys

Group Study Rooms capable of accommodating up to ten people are located on first and third floors (see Floor Maps). These enclosed rooms offer patrons a place to have small group study sessions allowing conversation among participants without disturbing other researchers. All rooms also provide a dry-erase marker board. Dry-erase markers and erasers can be checked out at the Ready Reference Desk of the Reference Department.

(7) Restrooms

Single-unit men and women's restrooms are located in Reading Rooms on all floors and behind the elevators on all floors. Multi-unit men and women's restrooms are located in the hallway between Circulation and Government Documents on the second floor and in the same position on the floor directly above and below.

(8) Fire Alarms, Emergency Exits, Fire Extinguishers

Please refer to Floor Maps to determine the location of all fire alarms, emergency exits and fire extinguishers. Be sure to discuss with your supervisor the procedures to follow should any alarms sound. As stated the **Emergency Procedures**, specific departments and areas are responsible for making sure that all patrons have exited certain parts of the building. Make sure that you are aware of these designations in case you are working alone and must execute these emergency procedures.

(9) Book Returns

Two book return slots are located at each end of the Circulation Desk. When the building is closed, books may be returned through the night return slot located to the right of the entrance of the building facing Hardy Road or either of the two book drops -- one located outside the front entrance of the Library facing the drill field and the other located as a 'drive-up/drop-off' point next to Hardy Road.

Library
Book
Return

XVI. Glossary of Common Library Terms and Abbreviations

The following general library terms are used by both patrons and library staff. Becoming familiar with this jargon will be helpful in completing your assignments. For additional information about many of the terms, consult the web addresses listed.

http://ublib.buffalo.edu/libraries/units/cts/ac/def.html
http://www.pcwebopedia.com/
http://www.parsonstech.com/genealogy/def.html

ABSTRACT: a summary of the information presented in a periodical article or book. Usually there is a subject index which gives abstract numbers for references on a topic. Look in the abstracting volume under these numbers for the information. See also **Index."**

ACQUISITION: the act of acquiring materials selected for addition to the Libraries' collections. This involves finding out whether the materials are available, the best methods for purchasing (or acquiring), and the kinds of records necessary for controlling the order. Make note that not all materials are "purchased" -- some are received as gifts or as free materials.
http://nt.library.msstate.edu/dept/aquisnap.htm

ALA: The **A**merican **L**ibrary **A**ssociation is the oldest, largest and most influential library association in the world. For more than a century, it has been a leader in defending intellectual freedom and promoting the highest quality library and information services. *http://www.ala.org/ala_id/index.html*

ANNUAL REPORTS: an official document describing and reviewing the activities, programs, and operations of an organization or company for the previous (and usually fiscal) year. Several filing cabinets house the MSU Libraries' collection of annual reports located in the Reference Department.

ANNUALLY: something coming or happening once a year.

ARCHIVES: the organized body of non-current records made or received in connection with the transaction of its affairs by a government, institution, organization, or other corporate body, and the personal papers of a family or individual, which are preserved because of their continuing value.
http://nt.library.msstate.edu/spcohome.htm

ASCII: **A**merican **S**tandard **C**ode for **I**nformation **I**nterchange. A uniform code used in computer and data communications systems. ASCII code letters numbers, punctuation and actual control systems in digital codes of "0s" and "1s" -- for example, the capital "C" is 100011 and a "3" is 0110011.
http://www.asc-inc.com/ascii.html
http://www.pcwebopedia.com/ASCII.htm

ATLAS: a book/volume of maps, plates, engravings, charts, tables, illustrations on a specific subject or subjects.

BAR CODE: Bar Codes are machine readable markings consisting of a row of vertical lines of varying thickness and spacing. The vertical lines are used to encode numbers and letters into the pattern. The bars represent binary ones while the spaces represent binary zeros. The MSU Libraries place bar codes in all their materials to speed up the circulation process and to improve the accuracy of information stored. *http://www.orlofsky.com/barcode.htm*

BI-ANNUALLY: something coming or happening twice a year or every six months.

BIENNIALLY: something coming or happening every two years.

BI-MONTHLY: something coming or happening once every two months.

BI-WEEKLY: something coming or happening every two weeks. Holds to a stricter pattern than semi-monthly.

BIBLIOGRAPHY: a list of citations to books, journal articles, or other published material on a specific topic. There are usually two kinds of **bibliographies**. One is an extensive list of works on a particular topic. This type of **bibliography** is an entire book. The second type is a smaller list found at the end of books, book chapters, or journal articles.

BINDING: a process by which loose leaf materials are held together (usually with hard back binding) so that book, journals, etc., will be usable and resistant to wear for a prolonged period. *http://www.cs.uiowa.edu/~jones/book/*

BIT: short for **bi**nary digit, the smallest unit of computerized data. A bit can either be off (0) or on (1). Eight bits comprise a byte.
http://www.firstrain.com/first/basicdef/terms.htm
http://www.pcwebopedia.com/bit.htm

BOOLEAN LOGIC: A system, named after the English mathematician George Boole, for symbolizing logical statements by using the operators **AND**, **OR, WITH, NEAR** and **NOT**. Boolean logic is often used in information retrieval to define the limits of a computer search. The Boolean operator **AND** finds records containing both terms; **OR** finds records containing either one or both terms; and **NOT** finds records containing the first term but not the second. *http://www.alamopc.org/jun96-1.html*
http://www.pcwebopedia.com/Boolean_logic.htm

BOOK DETECTION SYSTEM: a security system which detects materials passing through it which have not been checked out.

BOOK TRUCK: a small set of shelves mounted on wheels to facilitate the transportation of materials from one location to another within the library.

BOOKMARK: To mark a document or a specific place in a document for later retrieval. Nearly all Web browsers support a bookmarking feature that lets you save the address (URL) of a Web page so that you can easily re-visit the page at a later time. The bookmarks are located on the top of the Netscape browser under Bookmark. *http://www.pcwebopedia.com/bookmark.htm* *http://whatis.com/bookmark*

BOUND: materials are bound by being glued or sewn together into a durable hard-backed cover. Items are bound to make them last longer and to keep issues of serials together.

CALL NUMBER (or Classification Number): a set of letters, numbers or a combination of both which identifies a particular item in a library collection and indicates its location.

To locate a book in the library, this **call number** is needed. Each library book is given a unique number which allows it to be shelved together with other materials on the same subject. You can find the **call number** for a book by looking in the Online Catalog.
http://www.senecac.on.ca/library/calltext.html
http://www.library.yale.edu/pubstation/opachelp/callsrch.html

CARL UNCOVER: **C**olorado **A**lliance of **R**esearch **L**ibraries' **Uncover Database:** Research materials that are needed on an urgent, rush basis such as grants, research proposals, publication deadlines, etc. are available via CARL UnCover Document Delivery. MSU faculty and graduate students can register to use CARL UnCover, which offers direct ordering of articles from over 17,000 journals by contacting Susan Hall, 325-2170, or attending a twenty minute workshop in th MSU Library on first floor. Most articles are faxed with two days.
http://nt.library.msstate.edu/ids.html

CATALOG(ED): a catalog is a listing of the materials held by a library. An item is said to be cataloged if information about it is included in the catalog.

CATALOGING: process of describing the bibliographic attributes of a book, periodical, or serial, which includes assigning a call number, subject headings and other access points to enhance the description of the work in question.
http://nt.library.msstate.edu/dept/catasnap.htm

CD-ROMs: abbreviation for **C**ompact **D**isk - **R**ead **O**nly **M**emory, which refers to the use of compact disks as a computer storage medium. **CD-ROMs** in the Library contain a variety of indexes, encyclopedias, and fulltext databases.
http://whatis.com/cdrom.htm
http://www.pcwebopedia.com/CD_ROM.htm

CHECK-OUT: the term used to lend an item from the Library to a borrower. In order to take a book out of the Library, it must be **checked out** with the borrower's MSU ID.

CITATION: the complete reference to a text that has been quoted from or to a text that has been used as an authority. Information for a book citation includes author, book title, place of publication, publisher, and publication date. The **citation** for a periodical article includes the author, title of the periodical, volume, pages, and date.

CLASSIFICATION SYSTEM: a subject arrangement of knowledge. The MSU Libraries uses the Library of Congress classification system and the Superintendent of Documents (SuDoc) classification system to create call numbers. *http://www.wesleyan.edu/libr/wlibstkg.htm*

COLLATE: the process of gathering individual pages of a multiple page document into a complete copy of the document. Done most often with photocopies. *http://www.sil.org/lingualinks/library/literacy/vao144/krz1832/krz1643.htm*

COMPACT SHELVING: Compact differs from standard shelving in that most aisles are eliminated. Ranges of shelves are installed on movable carriages which slide along tracks embedded in the floor and aisles are opened as needed to retrieve materials. Research libraries across the country have adopted the use of compact shelving, since it can hold up to three times the volume capacity of standard shelving.

In the MSU Library, compact shelving is only on the bottom (first) floor due to its weight limitations. It houses the complete Bound Journal Collection.

CROSS-REFERENCE (SEE ALSO): a reference of direction from one specific heading to another in an index or catalog. **Cross-references** may direct a user from a term that is not used to one that is used or to additional subject headings that may be of interest. For example: Technology, see also: Engineering, Factories, Industry. *http://ublib.buffalo.edu/libraries/units/cts/ac/def.html*

DAILY: something coming or happening every once every day or every weekday; i.e. the daily newspaper which actually only comes Monday through Friday and not on Saturday or Sunday.

DATABASE: A collection of information organized in such a way that a computer program can quickly select desired pieces of data. You can think of a database as an electronic filing system. Traditional databases are organized by fields, records, and files. *http://whatis.com/database* *http://www.pcwebopedia.com/database.htm*

DEDICATED (OR DUMB) TERMINAL: a terminal consisting of a keyboard, screen, and serial port that has only one purpose -- to communicate with a central computer; for example, being linked directly to the Online Catalog and nothing else.
http://www.pcwebopedia.com/dumb_terminal.htm
http://www.pcwebopedia.com/dedicated.htm

DESENSITIZE: the process by which a publication, when being checked out, is reset so that it will not trigger the security system as the patron borrowing it leaves the library.

DEWEY DECIMAL CLASSIFICATION SYSTEM: the previous widely-used system by which call numbers were created for materials in the library. Devised by Melvil Dewey in the 1870s, it divides all knowledge into ten classifications, numbering 000-999. *http://www.sps.edu/Academics/AIS/Library/Hypertext_tutorial/dewey.shtml* *http://www.hku.hk/lib/LibInfo/dewey.html*

DOCUMENT DELIVERY: acquiring articles, usually via express service, electronic mail, Internet, or fax transmission for a price that includes payment of copyright royalties to publishers. Libraries usually initiate document delivery requests to vendors or special libraries, but some document suppliers allow individuals to place orders with credit card accounts. *http://nt.library.msstate.edu/dept/illsnap.htm*

DOS: Acronym for **d**isk **o**perating **s**ystem. The term DOS can refer to any operating system, but it is most often used as a shorthand for MS-DOS (Microsoft disk operating system). DOS is the grandaddy of personal computer operating systems. Operating systems are the programs or collections of programs which act as translators between your computer's chips and disks and your programs (or, if you like, applications). They are pretty useless on their own, like an empty house with no furniture. They only become useful when other programs apply them to specific tasks. *http://www.firstrain.com/first/basicdef/terms.htm* *http://www.pcwebopedia.com/DOS.htm*

DUE DATE: the period of time allowed for the use of items checked out of the library collection. The **due date** is stamped in the front of the book and it must be returned by that date. If the borrower needs to use the book for a longer time, then the book must be renewed provided no one else has requested it.

E-MAIL: Short for electronic mail, the transmission of messages over communications networks. The messages can be notes entered from the keyboard or electronic files stored on disk. Most mainframes, minicomputers, and computer networks have an e-mail system. Some electronic-mail systems are confined to a single computer system or network, but others have gateways to other computer systems, enabling users to send electronic mail anywhere in the world. *http://www.pcwebopedia.com/e_mail.htm* *http://whatis.email*

ERL: Electronic Reference Library. A multi-user application server implementation of SilverPlatter's CORE technology. *http://nt.library.msstate.edu/reference/edtout98.htm*

FILE TRANSFER: the transfer of a file from one computer to another over a network or via a modem.
http://www.stsci.edu/ftp/documents/system-docs/vms-guide/html/VUG_55.html
http://www.pcwebopedia.com/cgi-bin/websearch.cgi?keywords=file+transfer

FINES: a monetary penalty that is charged to borrowers for keeping library materials after due dates have passed. Usually the **fines** are calculated on a fixed charge per day.

FLOPPY DISK: a 5-1/4" or 3-1/2" disk used for the storage of information in an electronic format. Floppy disks are only commonly used today for keeping backup copies, distributing new software, moving files between computers, and sharing data with friends or colleagues. *http://www.firstrain.com/first/basicdef/terms.htm*
http://www.pcwebopedia.com/floppy_disk.htm

FTP: File Transfer Protocol. An industry-standard protocol used to transfer files to and from a remote computer. FTP is a special way to login to another Internet site for the purposes of retrieving and/or sending files. Internet sites that have established publicly accessible repositories of material that can be obtained using FTP, by logging in using the account name "anonymous." These sites are called "anonymous ftp servers." *http://www.pcwebopedia.com/FTP.htm*
http://www.whatis.com/ftp

FULLTEXT DATABASE: a collection of computerized data which includes the entire text of journal articles, books, etc. Examples include......

GALAXY: the name for the Library's online catalog.

GATEWAY: computer software which allows one to use one computer system to connect with another, usually distant computer system. *http://www.whatis.com/gateway*
http://www.pcwebopedia.com/gateway.htm

GIFTS: the function within Technical Services responsible for receiving and dispersing books and other materials donated to the Library.

GPO: The United States **G**overnment **P**rinting **O**ffice. This agency runs the Federal Depository Library Program. For the **GPO on SilverPlatter**, the **GPO** stands for **G**overnment **P**ublications **O**nline.
http://www.access.gpo.gov/su_docs/dpos/adpos400.html

HOLD: a request made by a library patron asking that a certain library item be held in the library when returned by the current borrower.

HTML: Short for **H**yper**T**ext **M**arkup **L**anguage, the authoring language used to create documents on the World Wide Web. An HTML document is an ASCII text file that contains embedded HTML tags. The tags are used to identify the structure of the document and to identify hyperlinks and their associated URLs.
http://www.pcwebopedia.com/HTML.htm *http://www.w3.org/MarkUp/*
http://www.cs.mun.ca/k12media/resources.formats.graphics.ht_ml.html

HTTP: Short for **H**yper**T**ext **T**ransfer **P**rotocol, the underlying protocol for moving hypertext files across the Internet. HTTP defines how messages are formatted and transmitted; and requires HTTP client program on one end (Netscape), and an HTTP server program on the other end.
http://www.pcwebopedia.com/HTTP.htm
http://www.w3.org/Protocols/HTTP/HTTP2.html

ILL: **I**nter**L**ibrary **L**oan.

INACTIVE REFERENCE: older reference materials kept for historical value.

INDEX: a guide to the contents of files, documents, or a group of documents. There are two kinds of **indexes**: periodical indexes and book indexes. A periodical index assists in finding articles on a topic. Printed indexes are arranged alphabetically by subject and author, and some contain abstracts. **Indexes** give author, title, and publication information. Different **indexes** are used for different subjects. The index of a book is an alphabetical list at the end of a book or book chapter with references to where particular names and/or subjects are found within the book.

INTERNET: the term **internet** describes a collection of interconnected networks. **An internet** may describe a group of networks in your immediate environment (for example, the building in which you work). **The Internet** (with a capital "I") is a worldwide collection of interconnected computer networks, ranging from *large networks*, such as the National Science Foundation Network (NSFNet), to *medium-sized networks*, such as the New York State Education and Research Network (NYSERNet), to small *local area networks* (LANs) found on most university campuses and throughout many commercial firms and public institutions.
http://www.pcwebopedia.com/Internet.htm
http://www.lib.berkeley.edu/TeachingLib/Guides/Internet/WhatIs.html#Internet

INTERSESSION: the period of time between semesters. The Library maintains reduced hours of service during this time.

JOURNAL: a periodical, especially one containing scholarly articles and/or disseminating current information on research and development in a particular subject field.

JUVENILE COLLECTION: a collection of children's books/materials accrued for the sole purpose of aiding in elementary education instruction.

KEYWORD: (1) In text editing and database management systems, a keyword is an index entry that identifies a specific record or document. (2) In programming, a keyword is a word that is reserved by a program because the word has a special meaning. Keywords can be commands or parameters. Every programming language has a set of keywords that cannot be used as variable names.
http://www.pcwebopedia.com/keyword.htm

LAN: A **L**ocal **A**rea **N**etwork is a computer network (or data communications network) which is confined to a room, a building, or a group of adjacent buildings. A similar network on a larger scale is sometimes refejrred to as a WAN (Wide Area Network), or in some cases more specifically, a MAN (Metropolitan Area Network) if it is confined to a single metropolitan area.
http://web.syr.edu/~jmwobus/lans/
http://www.pcwebopedia.com/local_area_network_LAN.htm

LC: **L**ibrary of **C**ongress: The world's largest and most open library. *http://lcweb.loc.gov/*
http://www.ncsa.uiuc.edu/SDG/Experimental/soviet.exhibit/about.html

LIBRARY INSTRUCTION: classroom instructed library service designed to teach students how to use the library. Its focus is to provide classroom instruction teaching students how to identify and use general and specific library resources in support of the curriculum, research activities and/or other information concerns. Upon faculty request, reference librarians teach an entire group of students the most effective and efficient way to use the library. As a result, students learn how to identify and locate the appropriate information resources and become more independent in their library use. Students also learn how to ask the right questions when help is needed.

LIBRARY OF CONGRESS CLASSIFICATION SYSTEM: the main classification system used by the University Libraries to organize and shelve materials. All knowledge is broken down into 20 classes and each class is identified by a letter of the alphabet, subclasses by a combination of letters, and subtopics within classes and subclasses by a numerical notation. Each item in the Library has its own unique number and bar code for identification and check-out purposes.
http://www.batelco.com.bh/uob/library/bolin.htm

LIBRARY OF CONGRESS SUBJECT HEADINGS (LCSH): a standard list of terms used to index information by subjects on the online catalog. **LCSH** are large red volumes which contain the vocabulary, or subject headings, used to access information in the Online Catalog.
http://www.lib.utulsa.edu/guides/lcsh.htm
http://www.wittenberg.edu/lib/survival/bilcsh.html

LINKING: process of connecting the bar code number to a specific bibliographic record found in the online catalog thus creating an item record for that unique volume. That item record is then displayed in the online catalog. A volume is either "linked" or "not linked." *http://www.pcwebopedia.com/link.htm*

LOAN PERIOD: the length of time borrowers are allowed to check out library materials. At MSU Libraries, the loan period is four weeks for graduate students and two weeks for undergraduates.

MAGAZINE: a periodical for general reading, containing articles on various subjects by different authors.

MARC: **MA**chine **R**eadable **C**ataloging. Cataloging which has been tagged for input into a database according to internationally agreed upon standards. *http://ublib.buffalo.edu/libraries/units/cts/ac/def.html*

MICROCARD: an older, less-used type of microform where images are photographically transferred to opaque cards.

MICROFICHE: a type of microform that contains a series of microimages on film, but instead of the images appearing in a row on a roll of film, they are arranged in a grid pattern on a sheet of film approximately 4" x 6" in size.

MICROFILM: a type of microform generally produced from high contrast photographic film, 16mm or 35mm, which arranges microimages in a row on a roll of film.

MICROFORM: the generic term encompassing micro**film**, micro**fiche** and micro**card** where documents, printed pages, etc. are photographed in a reduced size for convenience in storage and transportation. Special reader/printers must be used to read and make copies from this material.

MISSISSIPPIANA: materials about Mississippi or written by Mississippians. These materials are located in Special Collections. *http://nt.library.msstate.edu/spcohome.htm*

MLA: Mississippi Library Association; the state organization for professional librarians. *http://www2.msstate.edu/~mfc1/mla/mla.html*

MONEYMATE: the University-wide debit card system allowing card holders to purchase services such as photocopies and paying fines. The MSU ID can be used as a debit card onto which an amount of money can be electronically encoded.

MONOGRAPH: a book.

NETIQUETTE: Network + etiquette = Netiquette. Customs and socially accepted behavior for using the Internet networks.

NETSCAPE: a graphical browser that uses URLs (Universal Resource Locator) addresses to access text, graphics, sound files, and video clips by pointing and clicking on words, icons, or small pictures.
http://www.lib.berkeley.edu/TeachingLib/Guides/Internet/WhatIs.html#Netscape
http://www.pcwebopedia.com/Netscape.htm

NETWORK: A network is a group of two or more computer systems linked together so that they can share resources. Connect two or more networks together to form an internet. *http://www.pcwebopedia.com/network.htm*

OCLC: **O**nline **C**omputer **L**ibrary **C**enter, Inc.: OCLC is a nonprofit, membership, library computer service and research organization dedicated to the public purposes of furthering access to the world's information and reducing information costs. Founded in 1967 as **O**hio **C**ollege **L**ibrary **C**enter to develop a computerized system in which the libraries of Ohio academic institutions could share resources and reduce costs. *http://www.oclc.org/*

ONLINE PUBLIC ACCESS CATALOG (OPAC): The electronic equivalent of the Card Catalog. A computer based library catalog that tells what is in, or can be accessed by, the library. You can search for items by author, title, subject or keyword. Sometimes called the Online Catalog. The MSU Library's OPAC is called Galaxy. *http://nt.library.msstate.edu/galaxy.htm*

ONLINE SEARCHING: a process of interactively retrieving data (usually bibliographic) on a particular subject via a tele-communication network. Searches are fee based and performed by a librarian. For more information, ask a Reference Librarian.

OPAC: Online Public Access Catalog (see above).

OVERDUE: a term used for materials checked out from the library and not returned on the expected due date. This means the book is late and the borrower will be charged a fine.

OVERSIZED MATERIALS: books and other materials that will not physically fit on normally spaced shelving. These items are grouped together to form their own collection.

PATRON: any person who uses the library and its services -- onsite or off (remote).

PERIODICAL: a publication issued at regular intervals, such as weekly or monthly. In this library, they are shelved alphabetically by their title (excluding the first word if it is "A," "AN," or "THE").

PRINT and NON-PRINT FORMAT: Print format is anything in paper or book format while non-print is anything that is not -- such as microfiche, electronic, or web formats.

QUARTERLY: something that comes or happens every three months.

RARE BOOKS: extremely expensive and/or irreplaceable materials usually kept in hands-off storage or displays and, when used, handled very carefully.

READY REFERENCE COLLECTION: a small collection of the most frequently used reference books. These collections is located behind the service desks in the Reference Department and in the GD/MF Area.

READY REFERENCE DESK: a service center where professional library staff supply information requested by patrons pertaining to locating needed information. There are **ready reference desks** in the Reference Room, Gov. Docs./Microforms Area, Special Collections, Circulation and the Instructional Materials Area.

REBOOT: the process of re-starting the computer and re-loading the operating system. The most familiar way is to perform a **warm boot** on PCs by pressing the Ctrl, Alt, and Delete keys at the same time. A **cold boot** can be performed by turning the computer off and then back on agan. *http://www.whatis.com/boot.htm* *http://www.pcwebopedia.com/reboot.htm*

RECALL: to request that a borrower return a checked out item BEFORE the due date so that someone else can use it.

RENEW: a process that allows a borrower to keep library materials for another loan period. See also check out.

RESENSITIZE: the process by which a publication, after being returned by a patron who checked it out, is reset to trigger the library's security system.

RESERVE: a collection of books, audio-visual materials, articles, etc. which have been assigned very restrictive loan periods. This assures greater availability to certain users, such as students in a particular course, who will have need of the materials within a limited time period. *http://nt.library.msstate.edu/dept/resvsnap.htm*

RESPONSE TIME: the elapsed time between the end of an inquiry or demand on a computer system and the beginning of a response; for example, the length of the time between an indication of the end of an inquiry and the display of the first character of the response at a user terminal. *http://www.whatis.com/response.htm*

SEMI-ANNUALLY: something coming or happening twice a year or every six months.

SEMI-MONTHLY: something coming or happening twice a month.

SEMI-WEEKLY: something coming or happening twice a week.

SERIAL: a publication which is issued in successive parts bearing numerical or chronological designations with no predictable end in sight. Journals, newspapers, annual reports, series, and annual reviews are all examples of serials.

SHELF-READING: checking the books or materials on the shelf or the microforms in the cabinets one by one to ensure that they are in the correct order and reshelving (or refiling) those that are not. At the same time ensuring that all items are placed neatly and that no materials are being damaged through improper storage.

SHIFT(ING): Moving a section of the collection without disrupting the order in which the items are shelved/filed. If a large enough portion of the collection is moved, shelves or drawers often need to be relabeled.

SOLINET: The Southeastern Library Network, Inc. is a not-for-profit library cooperative providing resource sharing for the educational, cultural, and economic advancement of the southeastern United States (Alabama, Florida, Georgia, Kentucky, Louisiana, Mississippi, North Carolina, South Carolina, Tennessee, Virginia) and the Caribbean.

Founded in 1973 by 99 visionary libraries, SOLINET now has a membership of more than 800 libraries of all sizes as well as all types: academic, research, public, school, corporate, medical, law and special. SOLINET is the largest regional library network in the United States. *http://www.solinet.net/*

Mississippi State University Library is a member.

SOUNDEX: a method of giving names sound codes. This was created in the 1930s due to the fact that names can be spelled in many different ways. By grouping together surnames that sound alike, individuals can search for ancestors even when the surname had several different spellings. The index is arranged according to an alpha-numeric code which represents the sound of the last name of the individual being researched.
http://www.rootsweb.com/roots-l/definitions.html
http://www.parsonstech.com/genealogy/def.html

SPIRS: SilverPlatter Information Retrieval System. The MSU Libraries has access to **WebSPIRS** (SilverPlatter's retrieval system for the Internet environment) and **WinSPIRS** (SilverPlatter's retrieval system for the Windows environment).
http://www.silverplatter.com/

STACKS: the shelves in the library designated to hold the library's general circulating collection. Call numbers are needed to locate materials in the **stacks**.

SuDoc (SUPERINTENDENT OF DOCUMENTS) CLASSIFICATION SYSTEM: the main classification system used by Federal Depository Libraries to organize and shelve government documents. Each item has its own unique number.
http://www.access.gpo.gov/su_docs/dpos/explain.html
http://www2.wku.edu/www/Library/dlps/SuDoc_Class.htm
http://www.hanover.edu/Library/Reference/SuDoc.html

SUPERSEDED: a publication is said to be superseded if a new edition of the same publication is released which replaces the previous edition.

THESAURUS: an index to information stored in a computer, consisting of a comprehensive list of subjects concerning which information may be retrieved by using the proper key terms.

TIMESHEET: a paper record of an individual employee's arrival and departure times during a specific pay period -- used to determine their proper salary reimbursement.

TONER: a black powder used in photocopiers and microform reader/printers to create the copied image. Toner can be encased in a cartridge which is discarded and replaced with a new cardridge or it can be purchased in bottles and must be 'poured' into the photocopy machine.

TOPOGRAPHIC MAP: a **map** is a representation of the Earth, or part of it. A **topographic map** shows the shape of the Earth's surface by contour lines which are imaginary lines that join points of equal elevation on the surface above and below a reference surface such as mean sea level. Contours make it possible to measure the height of mountains, depths of the ocean, and steepness of slopes. **Topo maps** also include symbols that represent features such as streets, buildings, streams, and woods.
http://www.library.cornell.edu/okuref/maps/topo.htm
http://www.geomem.co.uk/geomem/products/tasa-itm.html

TRUNCATION: the ability to search certain databases for more than one word by shortening or chopping off the last part of a word and using a # (to replace one letter) or * (to replace multiple letters) to allow multiple words to be searched. For example: economic* would search for economic, economics, economical, and economically. Wom#n would search for woman and women.
http://wwwscout.cs.wisc.edu/scout/toolkit/searching/definetxt.html
http://www.pcwebopedia.com/truncate.htm

URL: **U**niform **R**esource **L**ocator. The standard way to give the address of any resource on the Internet that is part of the World Wide Web. The first part of the address indicates what protocol to use, and the second part specifies the IP address or the domain name where the resource is located. Web browsers, such as Mosaic and Netscape, follow URLs to their source and display them. A URL looks like this: *http://whatis.com/url.htm* *http://www.pcwebopedia.com/URL.htm*

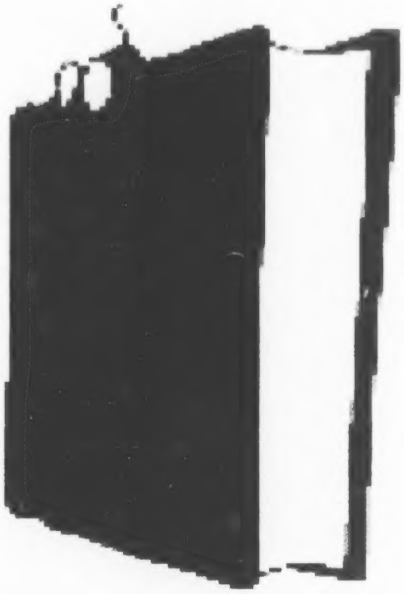
VERTICAL FILE: a collection of pamphlets, clippings, and pictures kept in a filing cabinet and arranged for ready reference by subject.

WAN: **W**ide **A**rea **N**etwork. Any internet or network that covers an area larger than a single building or campus. *http://www.whatis.com/wan.htm*
http://www.pcwebopedia.com/wide_area_network_WAN.htm

WEEKLY: something coming or happening once a week or every seven days.

WINDOWS 95: a preemptive multitasking operating system developed by Microsoft to replace Window for use on workstations. It features an updated graphic user interface, improved network integration, and more robust operation than Windows 3.X. *http://www.pcwebopedia.com/Windows_95.htm*

WORLD-WIDE WEB (WWW): a project which began with a group of physicists at CERN who envisioned a universally accepted standard for sharing documents that combine text, graphics, and hypertext links located anywhere on the Internet. The **Web** initiative ties together many varying information systems into a homogeneous browsable, searchable **"web."**
http://www.pcwebopedia.com/World_Wide_Web.htm
http://www.imagescape.com/helpweb/www/oneweb.html
http://www.terena.nl/libr/gnrt/explore/www.html



Library Snapshots

University Libraries
Mississippi State

Mitchell Memorial Architecture Branch College of Veterinary Medicine Branch

Acquisitions Department

Technical Services

First Floor

Head, Technical Services: Eula Betts **Departmental Telephone: (601)325-7673**
or (601)325-7666
Fax: (601)325-2895

Hours of operation: 7:30 a.m. - 5:00 p.m. Monday-Friday

The Acquisitions Department is responsible for the acquiring of monographic materials in all formats by the placing of orders, receiving materials and approving invoices for payment for Mississippi State University Libraries.

Staff
'oan Berger
Library Assistant
325-7673
jberber@library.msstate.edu

Receives and preforms pre-order verification of order requests cards. Creates and maintains electronic order records and supplier files on Data Research Associates (DRA) Automated Library System. Receives and invoices firm orders using DRA and approves invoices for payment. Claims materials not received when expected and communicates problems to suppliers. Processes cancellations in DRA and notifies subject bibliographers.

Brenda Valentine
Library Clerical Assistant
325-7673
bvalentine@library.msstate.edu

Performs pre-order verification of order request cards using the DRA Automated Library System. Downloads bibliographic records from the DRA LCMARC Module or inputs abbreviated records into the DRA Acquisitions Module for order purposes of for the processing of gift materials. Transmits purchase order information for firm orders to vendors/publishers. Processes BNA approval slips for distribution to the subject bibliographers.

University Libraries

Mississippi State

Mitchell Memorial Architecture Branch College of Veterinary Medicine Branch

Gifts

Gifts and gift collections will be accepted by the Mississippi State University Libraries. These gifts will be accepted by the Dean of Libraries, Head of Technical Services, or the Supervisor of Circulation.

All gifts are accepted without commitments as to final disposition and with the understanding that they are not necessarily added to the Collection. The gifts that are inappropriate for the Library's Collection will be placed in the Library's annual book sale or may be returned to the donor if requested.

Letters acknowledging the gift(s) and providing a count of donations are sent to the donors. The Library does not provide a list of materials donated nor assign a monetary value to the gift(s).

Donors may bring gifts to the Library or the Library will pick-up materials being donated.

Order request cards

There will be a supply of order request cards at the Circulation Desk. The patron may also see Joan Berger or Brenda Valentine in the Acquisitions Department located in Technical Services for order request cards. Upon request, the Acquisitions Department will also send order request cards through campus mail. The faculty members may also contact their department's library representative.

Approval forms

The Library will continue to receive BNA approval forms which match subjects selected by the subject bibliographer and the library representative. These forms may be submitted for ordering in lieu of order request cards.

Any changes on subject areas on a department's profile for approval slips should be directed to June Breland.

University
Libraries
Mississippi State
University
Mitchell Memorial Architecture Branch College of Veterinary Medicine Branch

University Presses

The Library currently has standing orders with eight universities presses. Therefore you will need to refer to the following list and not submit orders for any titles published by these presses.

Standing orders to receive one copy of each of their publications are with the following six presses:

Louisiana State University Press
University of Alabama Press
University of Georgia Press
University of Illinois Press
University of North Carolina Press
University of Virginia

Standing orders are with the following two university presses to receive three copies of all publications:

University Press of Mississippi
Yoknapatawpha Press

In addition, the Library has a standing order for one copy of the Higher Education Series published by Jossey-Bass

University
Libraries
Mississippi State
Mitchell Memorial Architecture Branch College of Veterinary Medicine Branch

The Architecture Library

Coordinator: Emilie C. White **Department Telephone** 601-325-2204

Department Hours for Fall and Spring Semesters (excepting holidays)

Monday - Thursday	8:00 a.m. - 10:00 p.m.
Friday	8:00 a.m. - 5:00 p.m.
Saturday	1:00 p.m. - 5:00 p.m.
Sunday	2:00 p.m. - 10:00 p.m.

Services:

The Architecture Library, a branch of the University Libraries, is located in Giles Hall, on the north side of the MSU campus. The Architecture Library collections, most of which are included in the online catalog of the University Libraries, contains over eighteen thousand volumes, sixty-six periodicals titles, and thirty thousand slides, as well as numerous blueprints, drawings, building products files, city and town planning reports, newspapers, pamphlet files, maps, microfilm, microfiche, videos and other media, vertical files, and the fifth-year theses of graduates of the School of Architecture. Periodical indexes include the *Architecture Index* and *Architectural Periodicals Index*. The *Avery Index to Architectural Periodicals* is available online. Special collections present information on Digital Media, the emphasis of the graduate program of the School, books and media on the architecture of Christianity, studies and information from the research of the Small Town Center, and rare and old books on architecture.

Although primarily serving students and faculty of the School of Architecture, the library welcomes the public and offers information on related subjects such as city planning, art, construction, landscape architecture, and interior design. Library faculty and staff assist patrons and provide guidance to all library resources on the MSU campus. Frequently asked questions for which information is generally available include requests for biographies and information about specific architects and architectural firms, details about specific buildings and other structures, regulations of building codes, and queries on the professional practice of architecture.

All patrons are free to use any of the library materials within the library. Circulating books, reference books, reserve materials, and periodicals are loaned according to guidelines of the University Libraries, and interlibrary loan service is offered for titles not in the collections of the University Libraries.

Special equipment available in the Architecture Library are the photocopier, microfilm/fiche reader, slide projectors, opaque and overhead projectors, video and audiotape players, light table for viewing slides, and docking stations for personal computers.

Contact Person:

Librarian: Emilie White	ewhite@library.msstate.edu
Library Assistant: Judy L. Hammett	jhammett@library.msstate.edu

UNIVERSITY LIBRARIES

Architecture **Mitchell Memorial** **Veterinary Medicine**

CATALOGING DEPARTMENT

Technical Services

Located on the first floor

Coordinator: June Chressanthis

Departmental phone: 325-7665
Fax: 325-2895

Hours of operation: 7:30 a.m. - 5:00 p.m. Monday - Friday

The Cataloging Department is responsible for cataloging all of the new titles added to the libraries' collections. The department also maintains the quality of the online catalog by barcoding and linking items, performing authority control and bibliographic record cleanup. The Monographs Cataloging Unit consists of two professional catalogers and three technical assistants. The Serials Cataloging Unit consists of two professional catalogers and two technical assistants.

Monographs Cataloging Unit

Janet Ames
Library Associate

Areas of expertise: Copy cataloging of new materials in a variety of formats. Barcoding and linking items including MFHD conversion. Authority control and database maintenance of bibliographic records. Data entry of new records into OCLC. Posting departmental statistics.

Martha Booth
Monographic Cataloger and Assistant Professor

Areas of expertise: Original cataloging of materials in all formats and of serial analytics. Assigning subject headings and call numbers. Cataloging and classifying MSU theses and dissertations. Authority control which includes the creation of authority records.

Becky Hill
Library Technical Assistant

Areas of expertise: Copy cataloging of new materials in a variety of formats. Barcoding and linking items including MFHD conversion. Authority control and database maintenance of bibliographic records. Posting departmental statistics.

Rennita Mitchell

Library Technical Assistant

Areas of expertise: Copy cataloging of new materials in a variety of formats. Barcoding and linking items including MFHD conversion. Compiling and posting departmental statistics. Reinstating lost materials into the collection. Withdrawing damaged or lost materials from the collection.

Shelley Zhang

Monographic Cataloger and Instructor

Areas of expertise: Original and copy cataloging of materials in all formats and serial analytics. Assigning call numbers and subject headings. Authority control which includes the creation of authority records. Database maintenance of bibliographic and authority records.

Serials Cataloging Unit

Regina Beach

Serials Cataloger and Assistant Professor

Areas of expertise: Copy and original cataloging of periodical and serial materials. Cataloging of electronic journals and webpages. Creating authority records for name, series and subject headings. Problem solving with serial summary holdings, monographic series and serial problems.

Gwen Box

Library Technical Assistant

Areas of expertise: Copy cataloging of serial and periodical titles and analytics. Barcoding and linking items including MFHD conversion. Processing withdrawn serial materials. Authority control and database maintenance of bibliographic records. Maintaining unit statistics.

June Chressanthis 325-0548

Coordinator of Cataloging and Associate Professor

Areas of expertise: Copy and original cataloging of journal and serial materials. Revising monograph cataloging records as needed. Creating authority records and conducting authority control. Barcoding and linking items including MFHD conversion. Interpreting holdings information for serials and journals. Overall departmental problem solving.

Craig Staley

Library Technical Assistant

Areas of expertise: Copy cataloging of serials and analytics. Withdrawing serials and analytics as needed. Barcoding and linking items related to serials and analytics including MFHD conversion. Authority control and database maintenance. Maintaining unit statistics.

University Libraries
Mississippi State University
Mitchell Memorial Architecture Branch College of Veterinary Medicine Branch

CATALOGING DEPARTMENT

Brief Overview

The Cataloging Department is responsible for cataloging all the new materials coming into the MSU libraries. The department catalogs materials for the main library, the College of Veterinary Medicine Library and the School of Architecture Library. Materials which are cataloged include, but are not limited to: books, journals, serials, newspapers, MSU theses and dissertations, maps, microforms, videos, cdroms, music, and electronic resources. Staff in the unit also work on cataloging older materials already present in the library. Additional tasks include database maintenance, authority control, and barcoding and linking.

What is cataloging?

Cataloging is the process of describing a work and assigning subject headings and a call number to that work. More precisely, a work is identified and described in such a fashion that it can be distinguished from all other works and from other editions of the same work. In other words, cataloging results in a bibliographic record that tells the library user what the work looks like, who is responsible for the intellectual content of the work, what the work is about and where to find it in the library. A catalog entry identifies the elements such as the author, title, publisher, edition, and series of a work. Add to these elements subject headings and the call number and the cataloging process for this work is complete.

Descriptive cataloging is based on an internationally agreed upon framework known as International Standard Bibliographic Description (ISBD). Catalogers in the U.S. follow the framework as presented in *Anglo-American Cataloguing Rules*, 2nd edition, revised (AACR2R). The purpose of a standardized format is to facilitate the international exchange of bibliographic information and to permit quick identification of the elements of a catalog entry even by the catalog user who is totally unfamiliar with the language of description.

The MSU Libraries use the Library of Congress Subject Headings and classification system to describe what the work is about and where to find the work in each library. Subject headings and call numbers are also based on standards and rules which are developed and interpreted by the Library of Congress (LC). Again, standardization ensures consistent use of headings and call numbers from library to library.

Why can't I find something in Galaxy?

The first thing to check is the spelling of each word in your search. If everything is spelled correctly consider doing a different type of search. For example, instead of doing a title search, try doing a title keyword search. This is particularly helpful if you are not sure what the exact title of the work is. A title keyword search will search throughout the title fields for the key words you have entered. A broader search is the keyword search. This search will provide you with a list of titles that have your key words in any part of the bibliographic record. Keep in mind that we may not have the title you are looking for. For assistance, contact a staff member at the Ready Reference Desk.

How long does it take to catalog a book?

Generally it takes about three to four days for a book to be received into the library and then be placed on the shelf. Of course this varies due to workload in the each of the departments involved in the process. These departments include Acquisitions, Cataloging, Current Journals, Stack Maintenance and Reference. New circulating books are shelved temporarily on the "new book" shelves in the second floor lobby area. New materials for the Instructional Media Center are sent directly to the IMC. New reference books are sent directly from Cataloging to the Reference Room. New books for the branch libraries are sent directly from Cataloging to the branch libraries once a week. New journal titles are sent directly from Cataloging to Current Journals.

What does the message "See Your Librarian For Assistance" in Galaxy mean?

Any title you find in Galaxy is in one of the libraries in our consortium (MSU, MUW and Starkville High School). The Cataloging Dept. is constantly working on maintaining the quality of Galaxy so there may be occasions when a record is found in the online catalog which is not in one of the libraries. The call number for a title with this note can be found in the call number field shown in the brief record display.

How do I report errors I find in Galaxy?

If you are working in the library and find errors in Galaxy, please report them to staff at the Ready Reference Desk. If you are using Galaxy outside of the physical library, you may call the Coordinator of Cataloging, June Chressanthis, at 325-0548 to report any errors you find.

University Libraries
Mississippi State University
Mitchell Memorial Architecture Branch College of Veterinary Medicine Branch

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CIRCULATION

Second Floor

Coordinator: Stephen Cunetto
Department Head: Michael Donahoo

Circulation Desk: 325-7668

Department Hours of Operation:

Monday - Thursday	7:30 a.m. till 12 midni
Friday	7:30 a.m. till 6:00 p.m
Saturday	10:00 a.m. till 6:00 p.
Sunday	1:00 p.m. till 12 midni

The Circulation Department not only serves MSU patrons and the surrounding community, but provides Interlibrary Loan services to libraries throughout the country and around the world. This makes the Circulation Department a dual operation. The Circulation Department strives to provide professional and friendly services to all patrons of the library while maintaining a high level of accuracy. The Circulation Department is always trying to improve services by implementing new equipment and technology to better serve the patrons of the Library.

SERVICES:

Loan and renew circulating library books and bound periodicals (faculty, staff and grads only);

Place holds/recalls on items checked out through the Circulation Desk;

Process overdue notices;

Search for "missing" books and journals;

Register patrons to borrow library materials and update existing patron records;

Issue Courtesy Cards to unaffiliated state residents ($20/yr), Alumni Association members, various "Friends" and booster groups;

Accept payments for lost/damaged books and fine payments by check, cash, and most major credit cards;

Place and clear registration/academic records blocks on students who have outstanding library obligations;

Accept Moneymate deposits and troubleshoot ID card problems associated with Moneymate; provide "house" Moneymate cards to non-MSU patrons or to MSU patrons whose ID cards are damaged or unavailable;

Arrange for academic department copy charge accounts and bill department charges;

Provide change for coin-op copiers;

Handle IBM/OCE public copier malfunctions, ID cards jammed in Moneymate scanners after 5 pm;

Make copies for handicapped patrons (10 cents) and transparencies for all patrons (50 cents);

Sell 3.5" floppy disks for $1;

Provide support to the Interlibrary Loan on the lending aspect, and download and fill requests from other universities;

Staff:

Michael Donahoo 325-7664 mdonahoo@library.msstate.edu	Circulation Supervisor
Summer Mord 325-8183 smord@library.msstate.edu	Circulation Assistant
Tavetia Davidson 325-7668 tdavidson@library.msstate.edu	Circulation Assistant
Brandy McCorkle 325-7668 bmccorkle@library.msstate.edu	Circulation Assistant

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For information about this page, contact Robert Thornton.

Last Modified: Monday, January 22, 1998.

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University Libraries
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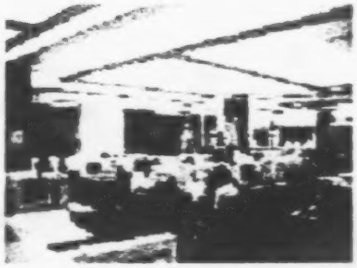
COMPUTER COMMONS

Second Floor

Coordinator: Stephen Cunetto

Departmental Phone: 325-8542



Department Hours of Operation:

Monday - Thursday	7:30 a.m. - 2:00 a.m.
Friday	7:30 a.m. - Midnight
Saturday	10:00 a.m. - 6:00 p.m.
Sunday	1:00 p.m. - 2:00 a.m.

Services:

The Library Computer Commons houses 70 Gateway Pentium computers and 10 Macintosh computers, each with 32 megabytes of random access memory. Patrons have options to print on a dot matrix, laser or color printer and have software options that include word processing, statistical programs, and programming languages, as well as access to the internet and e-mail. Laser copies are10 cents a page and color copies are $1.00 a page. Student workers provide assistance to patrons and oversee charges for the laser and color printers.

Available programs include:

•AutoCAD •Corel:

    Presentations 7
    Quattro Pro 7
    Wordperfect 7
    Envoy 7
    Paradox 7

•Math & Statistical Applications

    MathCAD
    Mathematica
    SAS
    SPSS

•MS Office 97

SAS
SPSS

- •MS Office 97
  - Access 97
  - Excel 97
  - Powerpoint 97
  - Word 97
- •Telnet & FTP •Netscape Communicator •Programming Languages
  - Borland C++
  - Borland TurboPascal
  - WatFor FORTRAN
- •Promodel

Staff:

Stephen Cunetto 325-8542 scunetto@library.msstate.edu	Administrator of Systems
Anita Winger 325-7681 awinger@library.msstate.edu	Computer Systems Assistant
Rob Thornton 325-0300 rthornton@library.msstate.edu	Computer Systems Assistant

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Mitchell Memorial Architecture Branch College of Veterinary Medicine Branch

CURRENT JOURNALS

located on the second floor - Mitchell Memorial

Current Journals Supervisor: Frances McReynolds **Department Telephone:** 325-3819

Staff Hours: Monday-Friday 7:30am-5:00pm.

How to use Current Journals :

Journals and newspapers must be used in the Current Journals Room.
Unbound journal issues cannot be checked out.

What is Located in the Current Journals Room:

Current Journals: The most recent unbound issues of journals, generally one year, are located in Current Journals and shelved alphabetically by title or author. Heavily used titles are kept on reserve at the Current Journals Desk, and patrons must leave an ID to use them.
Newspapers: Current paper copies of newspapers are located on the Newspaper shelves in alphabetical order by title. The newspaper collection includes a selection of papers from Mississippi, the United States, and various countries. Today's issues of the Clarion Ledger, Starkville Daily News, and Commercial Appeal are on reserve at the Current Journals Desk, and patrons must leave an ID to use them. Issues are kept for a few weeks or months depending on each title.
International Journals: A section of popular magazines received as gifts from various countries are located at the end of the journal shelving. The latest year's issues are available.
Browsing Collection: A selection of current fiction and non-fiction available to students, staff and faculty.

Photocopying:

All newspapers and current journals must be photocopied in the Current Journals Room. One coin-op copier and two moneymate copiers are available. Patrons can put money on their MSU ID (moneymate) at the Circulation Desk. A Guest Money Mate Card is available to patrons not affiliated with MSU. All copy machines are turned off 15 minutes before the library closes.

What is NOT Located in the Current Journals Room:

Newspapers or Journals on Microform: These are located in the Microforms Room.
Newspaper Indexes: These are located in the Microforms Room.
OPACs: Online catalogs are available for patron use in the Microforms Room and in Reference. Patrons may prefer to use the computers in Reference since a printer is available.
Periodical Indexes: Indexes and databases used to locate journal articles are available in Reference.

Service Providers:

Current Journals supervisor	Frances McReynolds	325-1668
Assistant	Ann Purnell	325-3819

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FAQ'S

Q:The Online catalog says this is in Current journals.
Why can't I find It?
A:Someone could be using the journal, it could be sent to Binding or temporarily misplaced.After a thorough search if it is still not located please fill out a journal request and you will be contacted as soon as possible.

Q:Where are the older Journals?
A:Most of the older journals are bound and on the first floor.
Some of them are kept on Microfilm and are located in Government Documents.

Q: How can I get a list of all the current journals on a specific subject?
A: Go to the online catalog and type in the subject under subject/keyword or expert keyword

Q: If the library does not have the journal or article how can I get it?
A: There are full text databases in the online catalog or using the Information Delivery Sevices for Interlibrary loan.

Q: What does it mean when the library holdings record indicates that a journal is not currently received?
A:

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DOCUMENT DELIVERY & INTERLIBRARY LOAN

Second Floor

Coordinator: Susan Hall

Department Phone: 325-7678

Department Hours of Operation:

7:30 am - 5:00 pm Monday - Friday

Services:

Research materials, journal articles and books that are not available in local collections are obtained from a network of other libraries, frequently at no cost. Most transactions require ten days to process and receive materials. Expedited electronic document delivery services from CARL UnCover are available for use by graduate students and faculty on a pilot project basis. Please contact Susan Hall to arrange a presentation for your department, or attend a thirty-minute orientation in the Library auditorium, first floor of Mitchell Memorial Library during these times (no rsvp required):

Tuesdays: 8:30 am
Wednesdays: 2:00 pm
Thursdays: 2:00 pm

Staff:

Susan Hall 325-2170 shall@library.msstate.edu	Coordinator, Document Delivery

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Last Modified: Monday, January 22, 1998.

University Libraries

Mississippi State University

Mitchell Memorial Architecture Branch College of Veterinary Medicine Branch

GOVERNMENT DOCUMENTS DEPARTMENT

located on the second floor - Mitchell Memorial

Coordinator: LaDonne Delgado ***Documents Desk:*** 325-0008

Department Hours Fall and Spring Semesters:

Monday - Thursday	7:30 a.m. - 1:45 a.m.
Friday	7:30 a.m. - 7:45 p.m.
Saturday	9:00 a.m. - 7:45 p.m.
Sunday	1:00 p.m. - 1:45 a.m.

Librarians are available:

Monday -Friday 7:30 a.m. - 5:00 p.m.

Brief Overview:

The Government Documents Area contains both paper and electronic access to subject databases, including indexes, abstracts and full-text materials. Unique materials housed here are: federal documents, census materials, tax forms, maps, and the *Congressional Record*. Most documents can be checked out through the Circulation Department. Materials which cannot be checked out are documents on microfiche, census, the *Congressional Record* and the *Serial Set*. **Please ask at the Government Documents/Microforms Reference Desk for assistance.** Instructional sessions may be scheduled by calling 325-7660.

History of Department:

The United States Government Documents Depository of Mississippi State University has served the university and public communities since 1907, when the land grant Mississippi A & M College was granted depository status to collect U.S. Government publications that supported both the college curriculum and the business and industrial interests of the area. The present selective depository collects on a fairly extensive basis, receiving over sixty-five percent of the documents series offered by the U.S. Government Printing Office Federal Library Program Service.

Definition:

A United States Government document or publication is defined as any printed or processed book, paper, periodical, pamphlet, map or microform (and electronic products) prepared and published at public expense by the United States Congress or by any of the Executive Departments, independent agencies, or judicial bodies of the U.S. Government.

Government publications may be divided into three categories:

(1) **Congressional documents**, which relate to the work or proceedings of Congress, such as the Congressional Record and the U.S. Serial Set;

(2) **Judicial documents**, which consist of court decisions published by the United States judicial system, such as U.S. Court Reports and Court of Claims Reports;

(3) **Executive documents**, which are published by Executive Departments (Health and Human Services, Treasury) and independent agencies (Federal Election Commission). These documents comprise the majority of the MSU Library's documents collection.

Classification System:

In 1861, the Government Printing Office, or GPO, became the printing plant for Federal publications, which cover a broad range of subjects for readers at all levels. Prior to shipment to depository libraries, documents are assigned "SuDoc" (Superintendent of Documents) identification numbers according to the agency that has authorized the publication (ie, "C" for Commerce Department, "NAS" for NASA). Titles in the MSU Library's Documents Area are shelved by this SuDoc number.

Indexes:

The basic index to all U.S. Government documents is the Monthly Catalog of United States Government Publications, which is mirrored by the electronic database **GPO on SilverPlatter**, a 1976-date cumulation. To locate a document, the user must find the SuDoc number using the index/ database and then check Galaxy for holdings and location. Seventy percent of the documents received are retained the Documents Area while the remaining thirty percent are integrated into the general Library collections as periodicals, reference, or circulating titles.

GPO Access is a service of the U.S. Government Printing Office that provides free electronic access to a wealth of important information products produced by the Federal Government. The information provided on this site is the official, published version and the information retrieved from GPO Access can be used without restriction, unless specifically noted.

Government documents are included in many other major indexes, such as Public Affairs Information Service, the Education Index, and Current Index to Journals in Education. Electronic databases including government publications comprise AGRICOLA, CRIS, and ERIC. Two major microfiche collections/sets to which the Library subscribes that contain large numbers of government documents are the American Statistics Index and the Congressional Information Service. Both collections are self-indexed and individual items are not included in the Library's online catalog.

Availability:

U.S. Government documents are not copyrighted and may be reproduced freely. Holdings within the Documents Area are available to patrons during all Library hours. Microfiche readers/printers and CD-ROM computers are located in the Area for patrons use. Documents, with some exceptions, are circulated to the general public. Titles not available in this Depository Collection may be requested through the Library's Information Delivery Services. The Monthly Catalog can also provide information for the acquisition of personal copies of documents from government book stores and GPO.

Web Sites

U.S. GPO	http://www.access.gpo.gov/
GPO Access	http://www.access.gpo.gov/su_docs/dbsearch.html
FDLP	http://www.access.gpo.gov/su_docs/dpos/fdlppro.html
Monthly Catalog	http://www.access.gpo.gov/su_docs/dpos/adpos400.html
Fed. Bulletin Board	http://fedbbs.access.gpo.gov
STAT-USA	http://www.stat-usa.gov
National Trade Data Bank	Go into STAT-USA and choose NTDB
DOE Reports	http://www.osti.gov/html/dra/dra.html
Census materials	http://www.census.gov
Government Techonology	http://www.govtech.net/
US House of Rep. Internet Law Library	http://www.pls.com:8001/
Tax Forms	http://www2.best.com/~ftmexpat/html/taxsites.html
	http://www.ustreas.gov/treasury/bureaus/irs.irs.html

Staff Name E-Mail & Address:	***Phone Number:***	***Title:***
LaDonne Delgado ldelgado@library Mail Stop 9570	325-7660	Coordinator of Government Documents and Microforms
Christine Fletcher cfletcher@library Mail Stop 9570	325-0008	Government Documents / Microforms Reference Librarian

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SISTRUNK COLLECTION

located on the second floor in Microforms Area
Mitchell Memorial Library

Contact: LaDonne Delgado
Office: 325-7660

The Ronald Ray Sistrunk Memorial Collection was established in 1997 by Mr. and Mrs. John D. Sistrunk, Jr. of Dallas, Texas in memory of their son, Ronald Ray Sistrunk. Mr. John D. Sistrunk is a graduate of Mississippi State University, Class of 1949.

The Ronald Ray Sistrunk Collection is a unique collection of geosciences/geological materials which is being developed to benefit students and faculty at Mississippi State University and geologists throughout the area and state. Faculty members from the University's Geosciences Department are working with the University Library on behalf of the further development of this Collection.

Instructional Materials/Media Center

The IMC provides an environment for educational technology activities and as a learning center of techniques related to digital multimedia. The staff can provide assistance in identifying, digitizing, and organizing content materials, which includes resources from the Libraries' collections for use in web page design or presentations. They can also provide information and instruction in the use of the available hardware and software. The IMC is a resource for faculty, staff, and students of Mississippi State.

Reserve

Reserves in the IMC are comprised of tests, quizzes, final examinations, homework problems and solutions, journal articles, excerpts from books, video/audio cassettes, faculty members' personal books, and library books.

Video Conferencing

CU-SEEME software and Connectix QuickCam allows you to join your colleagues and friends across campus or across the state.

Library Audio Tours

A great way to familiarize yourself with the location and availability of information is to take the library audio cassette tour.

Multimedia

Multimedia resources are available for MSU faculty and students.

- **Scanning** Our HP Scanners are perfect for digitizing a picture, slide or text for use in web page or presentation design.

- **Video Capture** For a powerful presentation, use ATI's All-In-Wonder card to capture video, audio and still frames.

- **PC's** Multimedia computers with CD ROM, external speakers, and external zip storage drives are ready for use with the latest software packages such as:

  - MicroSoft PowerPoint 97
  - Adobe PhotoShop 4.0
  - Adobe Illustrator 7.0
  - Adobe PageMaker 6.5
  - Corel Suite 8
  - OmniPage 8.0
  - FrontPage 98

- **Printing** Sharp copies are produced with our HP ColorLaser printer. For a small fee you can print to paper, transparencies, or glossy paper.

- **Equipment** Check out the Digital Camera or the Camcorder to add personal touches to your presentation. Our NEC projector is also available for check out to assist you in exhibiting your work.

Hours of Operation

Mon - Thur	7:30 am - 12:00am
Friday	7:30 am - 6:00 pm
Saturday	10:00 am - 6:00 pm
Sunday	1:00 pm - 12:00 am

Stephen Cunetto
Coordinator
scunetto@library.msstate.edu
(601) 325-8542

Paula Lehman
Instructional Technology Specialist
plehman@library.msstate.edu
(601) 325-6636

Cathy Hollingshed
Reserve Media Assistant
chollingshed@library.msstate.edu
(601) 325-7669

* * *

Media Collection

Audio Cassettes (ACX)
Charts (CHX)
Compact Discs (CDX)
Computer Disks (CSX)
Film Loop Strip (MLX)
Flash Cards (HCX)
Kits (KTX)
Motion Picture Film (MPX)
Photograph (PPX)
Picture (PIX)
Records, Phonograph (ADX)
Slides (SLX)
Tapes, Audio, Reel (ATX)
Transparencies (TRX)
Video Cassettes (VCX)

Music Stations

Let the Power Macintosh 6500

w/Apple Video System assist you in composing and playing your favorite sounds. From ear training and music theory to creating a professional quality arrangement of piano, bass, drums, guitar and strings, these two stations are ready for you. These stations have cassette storage and zip disk storage. Software includes:

- •Finale (coming soon)
- •Finale Allegro 1.0
- •Practica Musica 3.0
- •Band-in-a-Box Professional 7.0
- •Master Tracks Pro 6.0

Auditorium

The auditorium, which seats 76, can be reserved for presentations and meetings. A computer with PowerPoint and Corel Presentations will project your topic on the big screen. A VCR is also available for big screen viewing. Adding to these features are the CD ROM and cassette decks with surround sound for the perfect effect.

Lamination Services

Preserve and strengthen your project using the 25" heat roller laminator. Charges are determined by the length.

Media Resources

Five listening stations equipped with CD ROM, cassette, or LP players are available for individual use as well as seven viewing stations which each have a VCR/TV. Just check out the headphones and you are ready to begin. For small groups, there is a room with VCR, large screen TV, cassette tape deck and CD player.

Reference Materials

Selected reference materials are available in the Reserve Collection:

- •Americans with Disabilities Act - (RefKF3469.T43 1992)
- •American with Disabilities Act Title II Technical Assistance Manual - (RefKF3469.A35 A44)
- •Almanac of Business and Financial Ratios (Troy) - (RefHF5681.R25 A45)
- •Industry Norms and Key Business Ratios (Dun & Bradstreet) - (RefHF5681.R25 I525)
- •Robert Morris and Associates Annual Statement Studies - (RefHF5681.B2 R63)

Review Materials

Medical College Aptitude Test (**MCAT**)
Law School Admission Test (**LSAT**)
Graduate Record Examination (**GRE**)
National Teachers Exam (**NTE**)

Educational Resources

Teaching Kits for elementary education are available for review or checkout.

Instructional Materials Media Center
Mitchell Memorial Library
Mississippi State University
PO Box 5408
Mississippi State, MS 39762-5408
601-325-7676

University Libraries
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MICROFORMS DEPARTMENT

located on the second floor - Mitchell Memorial

Coordinator: LaDonne Delgado ***Microforms Desk:*** 325-0008

Department Hours Fall and Spring Semesters:

Monday - Thursday	7:30 a.m. - 1:45 a.m.
Friday	7:30 a.m. - 7:45 p.m.
Saturday	9:00 a.m. - 7:45 p.m.
Sunday	1:00 p.m. - 1:45 a.m.

Librarians are available:
Monday -Friday 7:30 a.m. - 5:00 p.m.

Brief Overview:

The Microforms Area houses microfilm, microfiche and microcard collections encompassing various periodicals, newspapers, monographs and special purchased sets such as *ASI, CIS, DOE,* and *ERIC*. Paper indexes are also located in this area for *ASI, CIS, Atlanta Constitution, Chicago Tribune, Clarion Ledger, New York Times, The Times, Wall Street Journal,* and the *Washington Post*. No microforms materials can be checked out. Microform reader/printers are available for making paper copies via laser printers. **Please ask at the Government Documents/Microforms Reference Desk for assistance.**

American Statistics Index:

ASI is used to identify, evaluate, and obtain information contained in the myriad statistical publications of more than 500 sources within the Federal Government. The MSU Library subscribes to the entire ASI collection from 1974 to the present.

Congressional Information Service:

The ***CIS/Index*** is used to identify, evaluate and obtain information contained in the working papers of the United States Congress. It covers hearings, prints, documents, reports, and special publications issued as far back as 1970, or as recently as a month ago. The MSU Library subscribes to the entire CIS collection from 1970 to the present.

ERIC Collection:

The ***ERIC*** (Educational Resources Information Center) Collection is divided into two major parts:

> ***ERIC Documents*** denoted by a number preceded with **ED**. The MSU Library subscribes to all ERIC Documents which are located on microfiche filed by their **ED** number.
>
> ***ERIC Journal Articles*** denoted by a number preceded with **EJ**. The **EJ** materials are NOT on microfiche. A patron must determine if the MSU Library has access to that particular journal. The Online Catalog will tell if the actual journal is in the MSU Library -or- various databases will tell if the journal is FULL TEXT.

Newspaper Collection:

State, national and international newspapers are subscribed to on microfilm in support the University's teaching and research activities. *Please note* that this collection is NOT filed alphabetically by the title of the newspaper but by the town/city that the newspaper is published. This system promotes keeping together small papers that tend to change their names often but are always published in the same place.

Journal Collection:

Journal titles are subscribed to on microfilm or microfiche in support of the University's teaching and research activities. This collection is filed alphabetically by the journal title and then chronologically by date.

Other Special Sets or Collections:

American Periodical Series I and II
Early British Periodicals I and II
Early English Books I and II
Early Literary Periodicals
Greenwood Press Collection
Black Culture Collection
Kraus Collection
New Cambridge Bibliography of English Literature
Pamphlets in American History
Warren G. Harding Papers

Staff Name E-Mail & Address:	***Phone Number:***	***Title:***
LaDonne Delgado ldelgado@library Mail Stop 9570	325-7660	Coordinator of Government Documents and Microforms
Christine Fletcher cfletcher@library Mail Stop 9570	325-0008	Government Documents / Microforms Reference Librarian

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University Libraries

Mississippi State University

Mitchell Memorial Architecture Branch College of Veterinary Medicine Branch

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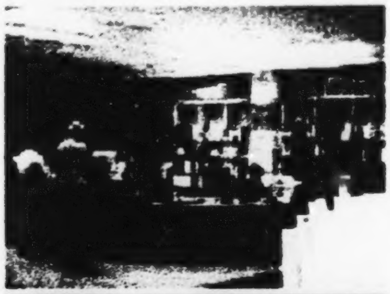
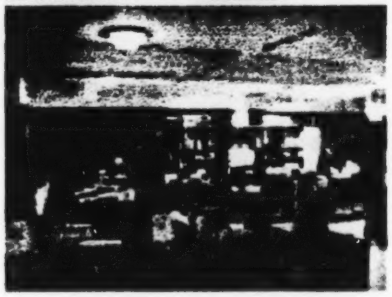
REFERENCE

Second floor

Coordinator: Gail Peyton **Reference Desk:** 325-7667





Department Hours Fall and Spring Semesters Reference

Monday - Thursday	7:30 a.m. - 11:45 p.m
Friday	7:30 a.m. - 5:45 p.m.
Saturday	10:00 a.m. - 5:45 p.m
Sunday	1:00 p.m. - 11:45 p.m.

Librarians are available:

Monday -Tuesday	7:30 a.m.-10:00p.m.
Wednesday-Thursday	7:30 a.m. - 9:00 p.m.
Friday	7:30 a.m. - 5:00 p.m.
Sunday	1:00 p.m. - 9:00 p.m.

The Reference Room contains both paper and electronic access to subject databases, including indexes, abstracts and full-text materials. Unique materials housed here are annual reports, atlases, business resources, dictionaries, encyclopedias, style manuals and law resources. Handouts and Pathfinders are available in the Reference Room. Reference materials cannot be checked out. Please ask at the Reference Desk for assistance.

REFERENCE SERVICES

Electronic Reference and Instructional Services

Although MSU Reference Services provides answers to brief factual questions, the focus of the service is on education of library patrons to use a wide variety of electronic resources to meet their needs on their own terms. These services include access to information using the Libraries' Online Catalog "Galaxy," an extensive array of interdisciplinary CD-ROM and Internet accessible Periodical Databases (including over 2,000 full text journals). We also provide Netscape access to the World Wide Web.

Consultant Services

Reference Librarians provide consultations to individuals. The Consultations are on a one-to-one basis and are completely confidential. An appointment should be made with a Reference Librarian.

Electronic Reference Desk Services Assistance

New to the Fall 1997 semester, the Reference Department will staff a desk to help Reference Room patrons with the electronic resources. Patrons with questions concerning searching, marking, printing, and other search strategies should ask the librarian at the desk.

Fee-Based Mediated Online Searching

Reference Librarians will search Dialog and STN Online Databases on a cost-recovery basis for any patron.

These databases cover all ranges of subject and the cost can be charged to an academic department or to an individual. An appointment should be made with a Reference Librarian.

Tutorials / Seminars

Reference Librarians are available for tutorials and seminars for individuals, classes, faculty groups and other groups interested in learning how to use the Libraries' electronic or print tools. Instruction can include any or all of the following: Online Catalog Galaxy, CD-ROM databases, EBSCOhost databases (includes full text journals), Internet-accessible databases, FirstSearch, UnCover and others. Please ask for a list in the Reference Room.

Tutorials are offered in the two electronic classrooms; the ELI Room (Electronic Library Instruction), and the Giles Room (named for the former President Williams Giles and furnished with a donation by Mrs. William Perry). There are 15 networked computers and a video projector in each room. Seminars may be held in the two electronic classrooms, in the library auditorium or in classrooms on campus. Please contact Marybeth Charters (7969 or mcharters@library) to arrange sessions.

Staff:	Title/Special Area of Expertise
Marybeth Charters 3202 ph-325-7969 mcharters@library.msstate.edu	Business Librarian Giles/ELI Scheduler for Seminars / Tours Online Searching: Social Sciences
John Cruickshank 2314 ph-325-7677 jcruickshank@library.msstate.edu	Science Librarian Online Searching: Science and Patents
Ida Cunetto 2310 ph-325-8548 icunetto@library.msstate.edu	Supervisor of Reference Area / Students Agriculture / Science / Technology
Cindy Harris 2304 ph-325-0952 charris@library.msstate.edu	Supervisor of Reference Area / Students Business / Law / Filing Services
David Nowak Ph.D. 2312 ph- 325-8403 dnowak@library.msstate.edu	Humanities / Law Librarian Foreign Languages Online Searching : Humanities
Gail Peyton 2302 ph- 325-7671 gpeyton@library.msstate.edu	Coordinator, Reference Services African-American Literature Social Sciences / Psychology / Sociology
Randy Rafferty 2318 ph- 325-7682 rrafferty@library.msstate.edu	Humanities Librarian Art / Music / Literature / Film Online Searching : Humanities / Education
Kerry Smith 2324 ph- 325-3834 ksmith@library.msstate.edu	Reference Librarian Humanities / Psychology

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Text only version

Reference Department

Monday
August 10, 1998

Electronic Databases || Did you know...

Quick Reference Center

News

Weather:
- Starkville
- Mississippi

Current Time

Calendars:
- Today
- This Month
- This Year
- MSU
- Others

Maps:
- Campus
- All Others

Travel:
- Excite Travel
- USA CityLink
- Yahoo! Travel

Directions:
- CyberRouter
- MapBlast
- MapQuest
- Maps on Us

The Area:
See Mississippi Internet Resources

Other Libraries:
- MUW
- USM
- UM

Ref. Tools:
- Almanac
- Calculators
- Dictionaries
- Gazeteer
- Postal Info

Frequently Asked Questions
Reference Hours
Reference Staff Directory
Suggestion Box -- Help us help you!
Unique Reference Book of the Week

Non-MSU Library Info:
- American Library Association
- Association of Research Libraries
- Libweb: Library Servers via WWW
- Outline of the L.C. Classification

Bibliographic Instruction
Business Hotline NEW!
Electronic Reference Question Form
Finding Articles: Online Tutorial
Mediated Online Searching

Resources By Format:
- **Selected Printed Materials**
  - Listed by Subject Area
- **Electronic Databases**
  - Listed by Title
  - Listed by Subject Area

For Students

> Electronic Databases:
- Listed by subject / by title
- Lexis-Nexis UNIVerse HOT!
  - Lexis-Nexis Search Guide
- Finding Articles: Online Tutorial

> Boolean Searching:
- via San Diego State U.
- via U. of Oklahoma-Tulsa

> Access Web Pages Directly
- NEW!

> Galaxy (MSU's Online Catalog):
- Username = libserv
- Catalog User's Guide
- Need Telnet and Setup Help?
- Need Further Computer Help?

> Internet Resources:
- Now on their own page
- Newest addition:
  - History

> Evaluating Internet Resources:
- via U. of Wisconsin-Eau Claire
- via Virginia Polytechnic Institute
- via WWW Virtual Library

> Electronic Journal Lists:
- via Assoc. of Research Libraries
- via BUBL Information Service
- via WWW Virtual Library

> Citing Electronic Resources:
- via Internet Public Library

> Style Manuals:
- APA
- MLA
- Chicago/Turabian

> Job Hunting on the Internet

BEST COPY AVAILABLE

- Quotations
- Thesaurus

Phone Numbers:
- MSU Campus
- Elsewhere

Internet:
- Net Scout
- Net Search
- Net Tutorial

Taxes:
- Federal
  - Forms
- State

For Students

Academic & Professional Interests
How to... and Where to....
Library Info for Graduate Students
MSU *Reflector* Online
Registrar's Office
Resources for International Students
Understanding L.C. Call Numbers

Funding
General Administrative Resources
General Faculty Resources
MSU *Memo* Online
Professional Organizations
Professional Publications
Research
Teaching Tools

Did you know...

Lexis-Nexis provides newspaper and magazine articles, company information, country and state profiles, biographical resources, coverage of medical and health topics, reference tools, federal and state legal materials, and more?

(Note: Access limited to the MSU campus and dial-up accounts.)

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| Mississippi State University | Mississippi State University Libraries |

For information about Mississippi State University, contact msuinfo@ur.msstate.edu.
For information about this page, or to make comments, contact Kerry Smith.
Last Modified: 08/10/1998
URL: http://nt.library.msstate.edu/reference/index.htm
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Mississippi State University
Mitchell Memorial · Architecture Branch · College of Veterinary Medicine Branch

Serials Department

Technical Services

Coordinator: Deborah Lee

Departmental Telephone: 325-0008
Fax Number: 601-325-2895

Hours: 8:00 am to 5:00 pm, Monday - Friday

Brief Overview

The Serials Department, located on the first floor in Technical Services, is responsible for acquiring, payment, processing and binding the serials and journals collections of the Mississippi State University Libraries. The department maintains the holdings records of all currently received serials and journals in the online catalog. The Binding Unit, located in the Serials Department, is responsible for binding theses, dissertations, and journals.

Bound journals that are missing or mutilated should be reported to the Circulation Desk. Missing or mutilated unbound journals should be reported to the Current Journals Desk. Problems with serial or journal holdings in the online catalog should be reported to Deborah Lee, Coordinator of Serials at 325-8184.

Subscriptions and Standing Orders

The Serials Department is responsible for the payment of all journal, serial and monographic standing orders in print, electronic and microform formats. The library currently subscribes to over 6600 titles, including gift subscriptions. These titles are displayed in the online catalog as being currently received. A "currently received" title is any title that the Library may claim the next issue. A standing order is defined as any title for which the Library has made an ongoing financial commitment. All problems or questions concerning serial renewals or subscriptions should be referred to the Serials Coordinator, Deborah Lee at 325-8184.

The department also manages standing orders for the following university presses: University of Mississippi Press, Louisiana State University Press, University of Alabama Press, University of Georgia Press, University of Virginia, University of North Carolina Press, and the University of Illinois Press. All material published by these university presses are automatically sent as part of our standing order.

Questions concerning the addition of new journal or serial titles should be referred to June Breland, Collection Development Officer at 325-7672.

Journal/Serial Processing

Most materials, including journals and newspapers, are delivered via the US mail service. Journals and serials are processed within 24 hours of their receipt. Newspapers are processed on the day of their arrival. Inquiries concerning the receipt of a journal or serial should be directed to Judy Riden at 325-7673.

Binding

The Binding Unit processes journals and serials for binding at a commercial binder. Materials are usually out of the library for no more than one month. Materials that have been pulled for binding but have not yet left the building are available to the public for use—inquiries should be directed to Brenda Edwards, Binding Supervisor at 325-7674. The Binding Unit also provides binding services for personal copies of dissertations, theses or other materials.

Serial Personnel

Coordinator:	Deborah Lee 325-8184 dlee@library.msstate.edu
Binding:	Brenda Edwards 325-7674 bedwards@library.msstate.edu
Journal, Serial and Newspaper Checkins and Claims:	Judy Riden 325-7673 jriden@library.msstate.edu
Journal and Serial Checkins, Claims and Withdrawals:	Kattie Blanchard 325-7673 kblanchard@library.msstate.edu
Serial Checkins and Invoicing:	Stephen Doyle 325-7673 sdoyle@library.msstate.edu

University Libraries
Mississippi State University
Mitchell Memorial Architecture Branch College of Veterinary Medicine Branch

SPECIAL COLLECTIONS

Coordinator: Frances Coleman **Central Reference Desk:** 325-7679

Department Hours of Operation:

Monday - Friday, 8 a.m. - 6 p.m. (7:30 a.m. - 6 p.m. beginning 8/24/98)
Saturday, 10 a.m. - 1 p.m. (closed on university and holiday weekends)
Closed Sundays

Collections and Services: Published, manuscript and archival materials documenting Mississippi, MSU and other subjects, including resources for genealogists. These materials are housed in four divisions: Manuscripts, Mississippiana and Rare Books, University Archives and Congressional Collections. Reference and retrieval service for all divisions is available from the Central Reference Desk. Materials are available for use by all persons who agree to abide by the rules and regulations of the department. All materials must be used in the department and all copying is performed by staff.

Frequently Asked Questions:

1. Can material be checked out? No, materials in the department are not available for check-out because they are one-of-a-kind materials or archival copies. Circulating copies of many of the materials are available in the library.

2. Can I make copies of materials? Copies of materials are made by staff when the condition of materials allows.

3. Do you take Moneymate? Yes. Moneymate and credit cards are accepted for payment and copies may also be charged to Banner departmental accounts.

4. Why does Special Collections have special rules and regulations and registration procedures, especially if I only want to see a book? Every researcher who uses Special Collections must register on their first visit, no matter what material they want to use. These special procedures are necessary to maintain security for the department's collections.

5. Are Special Collections holdings in the online catalog? The department's cataloged book and periodical collections are in the online catalog.

6. Do you have campus photographs? Yes, Special Collections holds thousands of photographs which are listed in a database for easy access.

7. What are the vertical files? Vertical files are subject files containing articles and other material on Mississippi and MSU topics.

8. Do you have a list of salaries? The university salary list is available for current and past years.

9. Is the Stennis Collection open? Partially. The Public Series and the Photographs series are open.

10. Why are most of the Congressional Collections closed? Because of stipulations in the donor contracts.

11. How do I find the location of archival materials not held at MSU? Special Collections staff can provide information about variety of bibliographies and web sites.

12. Does Special Collections contain original architectural records? Yes, the department contains the largest archival collection of original architectural records in the state, including the records of many of the major architectural firms and many drawings of MSU buildings.

Divisions:

MISSISSIPPIANA AND RARE BOOKS: Published material about Mississippi and by Mississippians, state documents, maps, vertical files on Mississippi topics, genealogy materials (including censuses and Confederate service records of Mississippians) and rare books. Collection contains the only complete set of original Sanborn maps held in Mississippi. Published materials are included in the library's online catalog. Guides and indexes to vertical files, maps and genealogical materials are found in the Special Collections Reading Room. Contact: Lynne Mueller, Librarian, or Brenda Love, Assistant.

UNIVERSITY ARCHIVES: Published and unpublished university materials of historical significance. Published materials are found in the library's online catalog. Archival materials are not included in the library's online catalog, but finding aids are available. No materials from other Mississippi colleges or universities. Contact: Mike Ballard, Archivist, or Betty Self, Assistant.

MANUSCRIPTS: More than 500 collections of primary materials documenting individuals, families, and organizations primarily in nineteenth and twentieth century Mississippi and the South. Materials are not currently included in the library's online catalog, but special catalogs, indexes and guides are found in the Special Collections Reading Room. Some restrictions apply. Contact: Mattie Sink, Librarian.

CONGRESSIONAL COLLECTION: Papers of U. S. Senator John C. Stennis, U. S. Congressman G. V. "Sonny" Montgomery, David Bowen, and Charles Griffin. Materials are not currently included in the library's online catalog, but finding aids are available in the department. Restricted access. Contact: Mike Ballard, Archivist, Frances Coleman, Coordinator, or Mattie Sink, Librarian.

Circulation Policy: Special Collections materials must be used in the department.

Services: Photo reproduction services available. All photocopying by staff only.

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STACK MAINTENANCE

First Floor

Building Supervisor: Glen Berry **Telephone:** 325-2029

Department Hours Fall and Spring Semesters

Monday - Friday 7:30 a.m. - 5:00 p.m.

Services:

This department is responsible for reshelving circulating books and bound journals. They also make sure the books and periodicals are in the correct order on the shelves, put paper in the copiers and clear paper jams. This department also is responsible for the moving of anything in the Library, recycling of paper and signage.

Staff:

Glen Berry gberry@library.msstate.edu Phone 325-2029 Pager 325-8174 #316 Office Room 1013	Building Supervisor

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SYSTEMS

Coordinator: Stephen Cunetto **Departmental Phone:** 325-8542

Department Hours of Operation:

7:30 a.m. - 5:00 p.m. Monday - Friday

Services:

The Systems Department provides planning, implementation, and operational support of automated systems for the Library; they participate in developmental projects, including the training of appropriate library personnel, supervise the installation of new equipment and software as required, and prepare system reports, statistics and other information as needed.

Staff:

Stephen Cunetto 325-8542 scunetto@library.msstate.edu	Administrator of Systems
Anita Winger 325-7681 awinger@library.msstate.edu	Computer Systems Assistant
Rob Thornton 325-0300 rthornton@library.msstate.edu	Computer Systems Assistant

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University Libraries

Architecture **Mitchell Memorial** **Veterinary Medicine**

COLLEGE OF VETERINARY MEDICINE BRANCH LIBRARY

located on the third floor of Wise Center

Coordinator: Jane Kinkus

Library Telephone: 325-1256

Library Hours Fall and Spring Semesters

Monday - Thursday	7:45 a.m. - 11:00 p.m.
Friday	7:45 a.m. - 5:00 p.m.
Saturday	10:00 a.m. - 6:00 p.m.
Sunday	2:00 p.m. - 11:00 p.m.

The CVM Library is a branch of the Mississippi State University Libraries. The Library's services and programs are designed primarily to meet the teaching, research, and clinical needs of the College of Veterinary Medicine. However, the Library is open to all university faculty and students as well as to veterinary practitioners throughout the state.

Collections

CVM Library's collection of books, journals, and audiovisual materials supports veterinary medicine, animal sciences, and clinical medicine. The Library subscribes to approximately 185 journals, with additional access to hundreds of science journals housed in Mitchell Memorial Library.

Services

The CVM Library provides access to Galaxy, MSU's online library catalog, and an assortment of electronic databases, including AGRICOLA, MEDLINE, and Science Citation Abstract. Contact the librarian for instruction in using these databases.

The CVM librarian is available for research consultations and online literature searches. Searches are performed on a cost-recovery basis, although searches performed in databases owned by MSU Libraries are free of charge. All consultations and searches will be kept confidential.

Materials not available at CVM Library may be requested through Interlibrary Loan. Patron requests will be routed to Mitchell Memorial Library for processing. Allow two to three weeks for delivery of materials.

Staff Name/E-Mail/Phone	Areas of Expertise
Jane Kinkus Branch Librarian kinkus@cvm.msstate.edu 325-1240	Online Database Searches Research Consultations Material Purchases Library Instruction
Sharon Ashford McKinley Circulation Assistant smckinley@cvm.msstate.edu 325-1350	Reserve Materials Circulating Materials Library Fines and Holds Scanner Use
Anita Phillips Periodicals Assistant phillips@cvm.msstate.edu 325-1144	Journals Current Awareness Article Requests PowerPoint

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Student Comprehension Test

Questions	Answers
What is the phone number for Circulation?	601-325-7668 --or-- *08
The phone rings. You answer it. What do you say?	You always identify the Library first and then your department. Some supervisors also ask that you then give your name. Example: *Mitchell Memorial Library, Reference Department, Mary Sue speaking.*
Who is the Dean of the Libraries	Mrs. Frances Coleman
What are the noncirculating collections in the Library?	Special Collections (comprising Mississippiana, Rare Books, Manuscripts, Congressional Collections and University Archives), Current Journals, all Microforms and Reference materials
Can books be renewed over the phone?	Yes, by the Circulation Department staff.
A community member (not affiliated with the University) wants to use the Library, may he?	Yes. He may use any of the Library's services and materials within the building. If he wants to take something out of the building, he must check with the Circulation Department and purchase a Courtesy Card.
Someone has lost their car keys. Where would you look for them?	Double-check around the area where the patron thinks he lost his keys, then check with your department and/or supervisor. If recently found, they may still be in your department. Then send the patron to Circulation. This is the central location for ALL Lost and Found items of the Library.
Is food or drink allowed in the Library? If so, where?	Patrons are ONLY allowed to have food and/or drink in the Food for Thought area of the Library. Should someone be seen in your department with food, inform your supervisor or politely tell the patron to take his food back to the Food for Thought area.
What are the hours of the Library?	The basic hours are listed in chapter XI.A. of the Handbook. Any changes or variations will ALWAYS be noted on the Library's web page, telephone recording of hours and signs at both main entrances.
How many times can a book be renewed?	Twice.
Which journal is shelved first? The Journal of Taxation Journal of the American Taxation Assoc.	The Journal of Taxation
Someone calls and asks who the govenor of Hawaii was in 1957. What do you do?	Transfer the call to the Ready Reference Desk (325-7667). If you work in Reference and don't positively know the answer, you refer the question to a Librarian.

Student Comprehension Test

Questions	Answers
Someone can't find a book on the shelf. What do you do?	If the book or material is supposed to be in YOUR work area (i.e. Reference), you try to help the patron find the book or direct him to a staff member who can help him. If the book or material is not supposed to be in your work area (you work in Reference and it should be in Government Documents), you direct the patron to the proper area where he can receive help finding his information. All other referrals should go to the Circulation Department.
Place the following "call numbers" in order: B 656 .C6 G2 B 655 .C63 G3 B 665 .C472 A4 B 655.1 .C59 G2 B 655.1 .C59 G2 1980 B 655.1 .C595 G2	B 655 .C63 G3 B 655.1 .C59 G2 B 665.1 .C59 G2 1980 B 655.1 .C595 G2 B 656 .C6 G2 B 665 .C472 A4
Who is responsible for desensitizing CDs?	The Instructional Materials Center ONLY
How much are photocopies?	7-cents if purchased with MoneyMate 10-cents if purchased with coin.
Where are the coin-op copiers?	There is one in each of the following areas: Current Journals First Floor Next to the Circulation Area
You are adding a bottle of toner to a Minolta printer and hear the bell at the service desk. You accidentally spill toner on the edge of the hopper, the plastic pop-out tray and on the floor. What do you do?	The service desk ALWAYS comes first! Unless you were adding the toner so that a patron could use the machine, you stop and answer the bell before continuing to clean up the spill.
Where are the newspapers on microfilm?	They are in the three rows of microfilm cabinets closest to the entrance to the GD/MF Area. They are NOT filed alphabetically by title BUT alphabetically by the town/city that they are published in.
Where is the MSU budget?	Special Collections

Student Comprehension Test

Questions	Answers
Where are the "ED" and "EJ" documents?	ERIC is divided into two major parts: ERIC Documents denoted by a number preceded with "ED" -and- ERIC Journal Articles denoted by a number preceded with "EJ" The "ED" materials are ALL on microfiche filed by their "ED" number. The "EJ" materials are NOT on microfiche. A patron must determine if the MSU Library has access to that particular journal. The Online Catalog will tell if the actual journal is in the MSU Library -or- various databases will tell if the journal is FULLTEXT.
What is an open-ended question?	One that prompts the patron for a detailed answer. Not just a "yes" or "no."
If a holiday falls on a Monday, you are scheduled to work on Mondays, and the Library is open; are you expected to work?	Yes! ...unless you can make arrangements to swap hours with another student employee in your area and the swap is approved by your supervisor.
If you are scheduled to work on Saturday and, at the last minute, you cannot make it; what do you do?	Try calling your supervisor immediately. If you can't reach them, call the staff on duty in Circulation and report your situation.
Who do you tell if you photocopier in your area is jammed?	Tell your supervisor if he/she is on duty. If not, contact Glen Berry (by phone or pager). If he is not available, contact Circulation.
Moby Dick is checked out and a patron wants to know who has it. What do you do?	You CANNOT tell the patron who has the book checked out. You CAN tell him when the book is due back and allow the patron to fill out a book request card.
You are helping a patron look something up in Galaxy and instead of a call number, the message "See Your Librarian for Assistance" appears on the screen. What do you do?	You can refer to section XIII.C. of this Handbook. Look at the MARC display and the call number will be listed in the 090 field and the 049 field will give you the code stating which department houses the item.
What is Magnolia?	A consortium providing access to the Internet and CD-ROM databases to public libraries, K-12 schools, community and junior colleges and universities in Mississippi.

C. Student's Evaluation of Training

We are interested in your candid opinions regarding your job (the training you have received, your perception of the work you are doing, and how the library staff supports, or does not support, you in your work). Your input will allow us to evaluate our management skills and our efforts in making your time spent at the MSU Libraries valuable.

1. How many semesters have you work in the Library?

2. What area(s) have you worked in?

3. Do you think you have been adequately trained for the job?

4. What do you like most about working in the Library?

5. What do you like least about working in the Library?

6. Do you feel like a part of the overall Library staff?

7. If you could change anything about your work in the Library, what would you change?

8. Explain what you think the goals of the Library are.

9. How do you think you help achieve these goals?

10. Do you think your supervisor or other members of the staff are concerned about your personal goals as a student and/or your goals beyond MSU?

11. What additional comments/suggestions/criticisms would you like to make?

12. Using the following rating scale, please indicate your overall "attitute" about / reaction to each of the following aspects of this handbook:

1 = Very positive / Very helpful
2 = Generally positive / generally helpful
3 = Neither a positive or negative reaction
4 = Generally negative / not helpful
5 = Very negative / very unhellpful
n/a = not applicable

___ **I. Dean's Letter of Welcome**
___ **II. Vision Statement**
___ **III. Mission Statement**
___ **IV. Philosophy**
___ **V. Brief History of the Library**
___ **VI. General Information**
  ___ A. How You Benefit from Working in the Library
  ___ B. Student Employee - Positive Characteristics
  ___ C. Fringe Benefits
___ **VII. "Getting the Job...And Keeping It"**
  ___ A. Positions Available
  ___ B. Student Job Description
  ___ C. Employment Paperwork
  ___ D. Mandatory Library Orientation Session
  ___ E. Evaluations
  ___ F. Grounds for Dismissal
___ **VIII. Expectations**
  ___ A. Dependability
  ___ B. Promptness
  ___ C. Absenteeism
  ___ D. Teamwork / Cooperation
  ___ E. Courtesy and Friendliness
  ___ F. Positive Attitude
  ___ G. Initiative
  ___ H. Judgement
  ___ I. Quality and Quantity
  ___ J. Leadership
  ___ K. Potential
___ **IX. Conduct**
  ___ A. Food and Drink
  ___ B. Smoking / Use of Tobacco Products
  ___ C. Drug Use
  ___ D. Sexual Harassment
  ___ E. Job Attire
  ___ F. Grooming
  ___ G. Studying
  ___ H. Telephone for Personal Use
  ___ I. Visitors / Friends
  ___ J. Visiting Your Work Area When Off Duty
  ___ K. Breaks
  ___ L. Music
  ___ M. Voice Level
  ___ N. Personal Articles
___ **X. Work Etiquette and Protocol**
  ___ A. Person to Person
  ___ B. Telephone Etiquette
  ___ C. Clarifying a Patron's Request (The Reference Interview)
  ___ D. When to Ask Someone Else
  ___ E. Confidentiality
  ___ F. Problem Patrons
  ___ G. Care and Handling of Library Materials
___ **XI. Library Procedures**
  ___ A. Hours of Business
  ___ B. Opening and Closing the Library
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D. MSU's Confidentiality Statement

The following statement is taken directly from the Mississippi State University Faculty Handbook: Fall 1997, page 85.

Security and confidentiality are matters of concern to all Mississippi State University employees who have access to university records either by hard copy documents or via electronic or micrographic media. Mississippi State University is responsible for the accuracy, integrity and confidentiality of the electronic database. The purpose of this document is an effort to fulfill that responsibility and to clarify all employees' responsibilities thereto. Since conduct, either on or off the job, could affect or threaten the security and confidentiality of this information, each employee who accesses the University Information System is expected to adhere to the following:

1. No one may make or permit unauthorized use of any information in files maintained, stored, controlled, or processed by the University Information System.

2. No one is permitted to seek personal benefit, allow others to benefit personally or to divulge, in any way, knowledge of any confidential information which has come to them by virtue of their work assignment.

3. No one is to exhibit or divulge the contents of any record to any person except in the conduct of their work assignment and in accordance with Mississippi State University and the University Information System policies and procedures.

4. No one may knowingly include, or cause to be included, in any record or report, a false, inaccurate, or misleading entry. No one may knowingly change or delete or cause to be changed or deleted an entry in any record or report, unless in accordance with Mississippi State University and the University Information System policies and procedures.

5. No official record or report, or copy thereof, may be removed from the office where it is maintained or copied or printed via electronic means except in the performance of a person's duties, and in accordance with established procedures. Copies make in the performance of a person's duties may no be released to third parties except as No. 3 above applies.

6. No one is to aid, abet, or act in conspiracy with another to violate any part of this code.

7. Each person is responsible for their assigned user-ID and password and they are not to be shared with anyone else.

8. No one shall use another person's user-ID and password.

9. Any knowledge of a violation of this code must immediately be reported to the employee's supervisor.

Violation of this code will lead to reprimand, suspension, or dismissal consistent with Mississippi State University and University Information Systems policies. Violation can also lead to action under the policy for student conduct, contractually established disciplinary procedures, and/or State of Mississippi statues pertaining to theft, alteration of public record, or other applicable sections.

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